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ABSTRACT

A study was conducted to ascertain the job requirements and training needs of juvenile service unit workers. A training needs assessment inventory questionnaire was mailed to all juvenile service unit workers in the Kentucky Department of Child Welfare (DCW). Data from 146 questionnaires were analyzed to provide job descriptive information, which was used to identify job requirements, training needs, and training priorities of social workers and juvenile counselors. Results of the study showed that the respondents represented eleven different job classifications categories covering four basic job positions. A total of 163 social worker job requirements and 142 juvenile counselor job requirements were identified as critical to successful job performance. Interviewing, developing treatment goals or plans, and providing protective services to children neglected or abused were areas of training needs given priority. From the lists of training priorities identified for juvenile service unit workers, a training plan was developed for implementation by the Staff Development and Training Unit of DCW. (JH)

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DEVELOPMENT OF A TRAINING PLAN FOR DCW JUVENILE SERVICE UNIT WORKERS

July 1973

Prepared for:
Kentucky Crime Commission
Contract No. 71A0004

Kentucky Department of Child Welfare
Staff Development and Training Unit
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FOREWORD

This document is a report by the Staff Development and Training Unit, Kentucky Department of Child Welfare, of a study designed to ascertain the job requirements and training needs of juvenile service unit workers. With sponsorship of the Kentucky Crime Commission, the study was begun November 19, 1971, and continued through June 30, 1973, and was carried out in support of a larger effort to develop a comprehensive, coordinated staff development and training plan for the Department of Child Welfare.

The work reported here was conducted under the direction of Miss Rita McMahon, Chief, Office of Special Services. Project Director was Miss Lynn McCarthy, Training Administrator, who was assisted by Miss Betty Murad. Technical assistance on the project was provided by the Human Resources Research Organization (HumRRO), Division No. 2, Fort Knox, Kentucky. Under the supervision of Dr. Donald F. Haggard, Director of HumRRO Division No. 2, Mr. Ronald Kraemer and Mr. William Osborn contributed extensive guidance on design and data collection and analysis aspects of the study.

Staff Development and Training Unit research was performed under Contract No. 71A0004 with the Kentucky Crime Commission, and HumRRO work under Contract No. S72-18 with the Kentucky Department of Child Welfare.

Evans D. Tracy, Commissioner
Kentucky Department of Child Welfare

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DEVELOPMENT OF A TRAINING PLAN FOR DCW
JUVENILE SERVICE UNIT WORKERS

Chapter 1

INTRODUCTION

BACKGROUND AND PROBLEM

The thrust for the need to develop a systematic process for determining staff training needs initially began as a felt need within the DCW Staff Development and Training Unit in 1969-70. Staff development personnel were aware that few training needs were being adequately met; there was not a process for ascertaining the training needs of staff; there were problems in establishing priority training and their existed constraints of adequately developed training manpower and monies for planning and implementing a comprehensive training program.

The problems encountered by and the impending challenges to the staff development team are not unique to the Commonwealth of Kentucky nor to the Department of Child Welfare, rather they are faced by training personnel throughout the country. It was Mrs. Betty Queen, Chief, Office of Training, Personnel and Volunteer Services, Department of Public Welfare, Washington, D.C., who, as a consultant to a July 9-11, 1970, Seminar for Undergraduate Social Work Educators and Agency Staff Development Personnel in Nazareth, Kentucky, said:

> ... we will need to ... study the utilization of our training where it really counts and that is the performance of our workers on the job.
>
> Unless we, the staff development people, are more analytical in the area of describing training needs as delineated by our workers, supervisors, administrators, consumers, we will not be equal to the challenge before us. In the past, we have been too prone to teach a tree in a forest of training needs. We need to become skilled training ecologists, ... so that we're able to analyze the forest in all of its component parts,

and then be able to carefully plan our program in a systematic way to meet identifiable and measurable objectives.[1]

Shortly following this seminar, a representative from the Kentucky Crime Commission (Frankfort, Kentucky) contacted the Department of Child Welfare Staff Development and Training Unit personnel regarding a meeting with Mr. Donald Brewer from the Law Enforcement Administrative Agency in Georgia regarding training for personnel working in the field of delinquency. Aside from the purpose and outcome of his visit, Mr. Brewer informed the Department of the availability of technical assistance to the Staff Development and Training Unit in developing a comprehensive training program.

It was learned that Mrs. Betty Queen was available as a consultant and later she spent the week of August 24-28, 1970, with the Department of Child Welfare. As indicated in her final report to the Kentucky Crime Commission, "The task was to help the Department of Child Welfare to plan a comprehensive and coordinated staff training plan ...."[2]

As only one of the components in developing a comprehensive training program, the three members of the Staff Development and Training Unit, under the direction of Mrs. Queen, involved themselves in a test application of a model systematic process for determining training needs, utilizing as the sample population the Juvenile Counselor population at Kentucky Village, a DCW residential facility for adjudicated delinquent children, and the Department of Child Welfare office in Lexington. The purposes of this task were: (1) for staff development personnel to learn about a

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[1]Kentucky Manpower Development Project, Department of Economic Security and Social Welfare Studies Program, Spaulding College, "Creative Approaches to Social Work Education in Academic Settings and Staff Development," (Nazareth, Kentucky. July 9-11, 1970), p. 23. (Mimeographed.)

[2]Betty J. Queen, "Comprehensive Coordinated Staff Training Plan," (Frankfort, Kentucky: October 16, 1970), p. 4. (Mimeographed.)

specific model which could be utilized in determining training needs, and (2) to give the same staff the opportunity to practice application of this model on a small sample population.

Between the point of this consultation and February, 1971, and in order to further the knowledge and expertise within the Staff Development and Training Unit in developing a comprehensive training program with continued specific interest on a systematic process for determining training needs, a training development flow chart was designed.

The efficacy of the beginning steps of the model systematic process for ascertaining staff training needs was tested in a design (questionnaire) developed by two graduate students from the University of Kentucky College of Social Professions who were in field placement within the Staff Development and Training Unit. Social service supervisors in the Division of Community Services were selected as a sample population. Although training needs were identified as a result of the test, it was not the purpose of the study to develop courses to meet this need, rather the purpose was to provide staff development manpower continued opportunity to develop knowledge and expertise in designing, testing, and evaluating a model systematic process for determining training need.

In November, 1970, the Department learned from the Kentucky Crime Commission of the opportunity to submit a grant proposal for the development of a comprehensive staff training plan.

At that point in time, the Department was in the process of a major staffing expansion within the Division of Community Services. The Department was also in the midst of rapid change in organization, plans, policies and procedures. The Staff Development and Training Unit recognized that these events produced a need for a stronger staff development operation

and intensified training activities. While the essential elements of a model systematic process for determining needs had been formulated, the Staff Development Unit recognized the need for continuing development of expertise in this area as well as the need to make it operational. Further, a staff development operation was needed that could (a) respond quickly to change, (b) be flexible in deployment, (c) experiment to meet new needs, (d) provide specialized indepth training, and (e) be more readily available to assist in implementing administrative decisions.

On November 6, 1970, the Department of Child Welfare submitted a grant prospectus to the Kentucky Crime Commission to initiate application for grant funds which would allow the development of a training program. On May 12, 1971, Departmental personnel were advised that the grant application had been approved.

PURPOSES, GOALS AND OBJECTIVES OF THE STUDY

The overall purpose of this study is to develop a comprehensive, coordinated staff development and training plan for the Department of Child Welfare which can be implemented by Staff Development and Training Unit personnel to better equip DCW staff in the Division of Community Services with greater knowledge and skill in working with predelinquents, delinquents, and their families. The two major goals are to (a) construct a model process for ascertaining training needs which can be utilized to identify training needs and subsequently which can be used to develop content for and evaluation of training courses; and (b) test the model through trial application on a sample population, the social service staff in the Juvenile Service Unit in the Division of Community Services.

In line with these goals, a three-fold objective was established:

(a) identify the job performance requirements of DCW personnel;

(b) determine training needs; and

(c) prepare a training plan.

Leadership and direction for this study was to be provided by Staff Development and Training Unit personnel. The development of an ongoing training plan and recommendations for implementation were to be obtained through consultation with HumRRO, Division No. 2, Fort Knox, Kentucky.

The end results of these efforts will be the development of a comprehensive, coordinated staff development and training plan which will enable the Department to upgrade the quality and quantity of training for all staff in a planful and systematic manner.

APPROACH

To establish an empirical data base on which the purpose, goals, and objectives of the study could be accomplished, a four-step approach was used. First, a training needs assessment questionnaire was developed based on an identification of worker job responsibilities derived from Departmental manuals and related literature. Second, this survey questionnaire was then mailed to the workers for completion and the results analyzed to determine worker background characteristics, job-tasks performed, the relative importance of tasks to overall job success, additional training needs, entry performance capabilities of new employees, and the relative amount of time spent by the workers in performing various aspects of their total job. Third, based on an analysis of these data, training needs and priorities were identified for both social workers and juvenile counselors individually and collectively. Fourth, using the training needs and priorities determined for juvenile service unit workers, a staff development and training plan was developed by which the training needs of the workers could be met in accordance with training priority.

SCOPE OF THE STUDY

To complete the work proposed by the above approach, the work effort was planned and accomplished in six distinct phases.

Phase 1. Development of Training Needs Assessment Inventory Questionnaire. Juvenile service unit worker job responsibilities were identified and compiled in a training needs survey questionnaire. After the instrument was pilot tested, it was revised and printed for distribution to current job incumbents.

Phase 2. Survey of Juvenile Service Unit Workers. The Training Needs Assessment Inventory was forwarded to all juvenile service unit workers for their completion. During the time the survey was being completed, procedures for scoring the data were developed and programmed for computer analysis.

Phase 3. Background Characteristics of Juvenile Service Unit Workers. Based on the results of the survey, the background characteristics of juvenile service unit workers were identified and compiled into a descriptive profile.

Phase 4. Job Requirements of Juvenile Service Unit Workers. Based on the computer analysis of the Training Needs Assessment Inventory questionnaire, the job requirements of social workers and juvenile counselors were identified in terms of the frequency of job-task performance.

Phase 5. Training Needs of Juvenile Service Unit Workers. Based on analysis of job-task performance and importance, the training needs of social workers and juvenile counselors were identified individually and collectively. In addition, training priorities were identified for both job positions in terms of the frequency and importance of job-task performance, along with aspects of reported entry performance capabilities and need for additional training.

Phase 6. Staff Development Training Plan. Based on an analysis of the training needs identified in Phase 5, a staff development and training plan was developed for juvenile service unit workers.

Specific procedures for accomplishing each phase of the study are presented and discussed in this report.

DEFINITION OF TERMS

Included throughout this report are terms which may be unfamiliar to the reader. To better understand the content of this report, these terms are defined below.

Kentucky Department of Child Welfare (DCW). An agency of the Commonwealth delegated the responsibility for the provision of services to children and their families in Kentucky.

Division of Community Services. The division in the Department responsible for the provision of services to dependent and delinquent children and their families in the community.

Juvenile Service Unit(s). As one of the three organizational units within the Division of Community Services, these Juvenile Service Units are responsible for (1) services to delinquent children and their families, (2) protective services, and (3) services to unmarried mothers.

Majority. Any number or percentage greater or more than half of any total of which it is a part.

Job Responsibility. Any work related function carried out primarily by a worker as a usual or normal part of his everyday job.

Job Activities. Any work related function which is carried out by a worker in performing his job.

Job and Training Need Requirements. Any work related function carried out by a worker for which additional training is needed to perform successfully in his job.

Training Need Dimensions. Any of the six factors on which the training needs of workers were assessed, i.e., task performance, task importance, additional training requested, entry performance capability of new employees, and whether new employees could perform the task given on-the-job or formal in-service training.

Task Behaviors. Any knowledge and/or skill involved in carrying out a work related function which enables a worker to perfrom a job activity successfully.

Training Delivery Mode. Any method or form of training delivery by which the knowledges and skills required to successfully perform a work related function are presented to a trainee, i.e., in-service, on-the-job, or self-instructional.

Chapter 2

METHOD

The overall purpose of this study is to develop a staff development and training plan for the Department of Child Welfare which can be used to better equip DCW staff in the Division of Community Services in working with delinquents, predelinquents, and their families.

SELECTION OF STUDY PARTICIPANTS

As a first step, Division of Community Services area administrators were contacted to inform them of the purpose of the project in order to obtain their support and cooperation. It was decided to include in the study all of the social service workers in the Juvenile Service Units. An initial total of 144 juvenile service unit workers were identified as comprising the target population. This list was then checked through area offices in order to obtain the names of newly hired workers or those who had left the Department. The final roster of workers to be included in the study totaled 181.

Participation in the study was voluntary. A straight forward explanation of the purpose of the study, which emphasized the assessment of training needs and development of a comprehensive, coordinated training plan, was shared with all participating staff.

DEVELOPMENT OF SURVEY INSTRUMENT

Because of the number of workers to be surveyed, time and cost considerations became paramount for conducting on-site visits. Therefore, a mail questionnaire procedure was selected to gather the training needs assessment data.

In order to develop a mail questionnaire survey instrument which would provide the data necessary to determine juvenile service unit worker job and

training need requirements, it was first necessary to tentatively identify the job tasks performed by workers. Procedures for task identification include a wide variety of techniques, such as describing and analyzing complex organizational interactions, outlining job-tasks into subordinate levels of task specificity, and identifying critical job incidents. For the purpose of this study, a three-step approach was taken to develop a comprehensive and organized listing of overt job activities of the juvenile service unit worker.

First, a review and an analysis of existing Departmental manuals and related professional literature that provided information relative to the scope of work of the job was conducted. This analysis was performed primarily by DCW Staff Development and Training Unit personnel.

Second, job activities identified by this analysis were translated into task statements. These statements were reviewed by HumRRO and DCW Staff Development and Training Unit staff and grouped into tentative duty areas. In organizing the responsibilities into duty and task areas, the following definitions were used:

1. A task - any group of activities performed at about the same time or in close sequence and having a common work objective. It has a clear beginning and end, and is typically performed within a short period of time.
2. A duty - a compilation of functionally organized tasks regarded as intermediate between general job-level requirements and the specific tasks that they involve.
3. A position or job - the sum total of the duties and tasks for which a single person may be responsible.

Third, through interviews with selected DCW juvenile service unit workers, the tentative task statements and their respective duty areas were further analyzed and refined by the DCW staff. As a result of this analysis, final revisions were made in duty and task identifications.

In total, 373 tasks were identified. The tasks were listed by duty area and then grouped within three categories of service performed by staff

in the Juvenile Service Units, those being, Protective Services, Services to Juveniles in the Community, and Services to Unmarried Mothers. With this framework it was then possible to construct a survey instrument which would provide the data necessary to determine juvenile service unit worker job and training need requirements.

CONSTRUCTION OF TRAINING NEEDS ASSESSMENT INVENTORY

As noted earlier, the survey was directed toward establishing an empirical data base for use in (a) identifying training needs of DCW staff in the Division of Community Services, Juvenile Service Units, and (b) developing a staff development and training plan.

To accomplish this purpose, a Training Needs Assessment Inventory questionnaire was constructed with the following sections.

Background Information

The Background Information section (Section A) of the questionnaire contained 30 items designed to provide descriptive data on the juvenile service unit worker's (a) job position and classification, (b) personal background (age, sex, marital status, and ethnic identity), (c) education, (d) job experience, (e) professional membership, and (f) DCW training received relevant to job performance.

This section was developed primarily to obtain a general description of a juvenile service unit worker which, among other things, would be of use in depicting their overall entry performance capabilities.

Job and Training Need Requirements

The list of juvenile service unit worker job responsibilities identified in the development of the survey instrument provided the substance for Section B of the Training Needs Assessment Inventory questionnaire. This

section contained three categories: (1) Protective Services, (2) Services to Juveniles in the Community, and (3) Services to Unmarried Mothers. The purpose of this section was to obtain the professional judgments of workers concerning: (1) the relevance of the 373 tasks, and other tasks that they might add, as actual job requirements; (2) the importance of each task performed in terms of the total job; (3) their need for additional training in performing each task; (4) the ability of most new employees to perform each task upon entering the job; (5) the ability of most new employees to perform each task given on-the-job training; and (6) the need of new employees for formal in-service training on each task.

Respondents were asked to identify tasks that they perform as a normal part of their job ("✓ if you do") and then to rate each of these tasks in terms of the following five dimensions: importance, individual training need, entry performance capability of most new employees, and on-the-job and in-service training need requirements of most new employees.

The importance of a task (provided it was performed by the respondent) was to be rated by circling a number on a scale of 1 to 5, where 1 represented "very important," and 5 represented "very unimportant." The remaining four dimensions were to be rated by checking "Yes" or "No." This section comprised the core of the questionnaire, and was based on the assumptions that (a) the greater the percentage of respondents performing a task, the more likely it was that the task (behavior) was a part of the worker's job requirements, (b) the higher the mean importance rating for a task, the greater the need for providing training on how to perform that task, (c) if the majority of respondents expressed a need for additional training on a task, it would be considered indicative of job incumbent training need, and (d) if few workers could perform a task on entry to the job, it would be considered indicative of new-employee training need.

Answers to the remaining two questions were expected to provide an indication as to whether a training need could best be met through on-the-job training or through formal in-service training -- that is, a preferred training delivery mode.

In addition to the above-mentioned six questions for each task in each of the three categories in Section B, respondents were asked to estimate their allocation of time by duty area and were instructed to (a) review each of the duties and tasks which they indicated as something they do, and then (b) indicate the percentage of time spent in performing each of the duties.

The purpose of this part was to determine the relative importance of each duty within an area of worker responsibility.

On the basis of time distribution data, it was expected that training program content could be further tailored to place additional emphasis on those activities within a duty area that constitute the major portions of the time spent by the worker in carrying out his assigned job responsibilities.

General Responsibilities

The preliminary list of juvenile service unit worker job responsibilities was the basis for constructing Section C of the Training Needs Assessment Inventory. The intention here was to (a) obtain qualified judgments of job incumbents concerning the relevance of duties and tasks that were not included in one of the three categories of service contained in Section B of the Inventory, and (b) determine the amount of time spent in performing each of the duties within this category.

Instructions for completing this section of the questionnaire preceded the duty and task statements. The specific procedures to be followed by the respondent were identical to those described earlier for Section B of the Inventory.

Additional Tasks

Additional tasks or responsibilities not included in the questionnaire, but which were performed by the workers, were solicited from the respondents. This part of the questionnaire was included in each of the three service categories in Section B and in the General Responsibilities category in Section C.

Instructions for completing this part of the questionnaire preceded the duty and task statements. The specific procedure to be followed by the respondents was to add any and all "tasks" that would more clearly and accurately reflect their job responsibilities.

Distribution of Time

In Section D, respondents were asked to estimate their allocation of time according to the following categories:

1. Protective Services
2. Services to Juveniles in the Community
3. Services to Unmarried Mothers
4. General Responsibilities
5. Responsibilities Outside Juvenile Service Unit

Worker Reactions

The final part of the Training Needs Assessment Inventory was designed to obtain the reactions of respondents to the questionnaire. Such reactions could be used to improve the questionnaire for future use.

Ten questions were asked of the workers, covering such things as time required to complete the instrument, and comments and recommendations for future use of the Inventory. In addition, respondents wishing to have their completed questionnaire returned to them were asked to sign their name.

PILOT TESTING OF QUESTIONNAIRE

Through the cooperation of an area administrator in the Division of Community Services, a sample of juvenile service unit workers was selected to participate in a pilot test of the survey questionnaire during the week of April 17, 1972. In addition, all social service supervisors within the Division of Community Services were provided a copy of the questionnaire and asked to make recommendations for improving the instrument. On the basis of these responses and recommendations, the preliminary questionnaire was revised. A sample of the final version of the Training Needs Assessment Inventory is shown in Appendix A.

Administration of Training Needs Assessment Inventory

During final development of the Training Needs Assessment Inventory, Division of Community Services administrators and social service supervisors were contacted in order to obtain their support in administration of the survey. Once the appropriate administrative channels were cleared, the Training Needs Assessment Inventory was mailed to the 181 juvenile service unit workers on June 13-14, 1972. Detailed instructions for completing and returning the questionnaire by July 30, 1972, were included in each document (Appendix A).

Data Processing

In order to prepare the survey data for computer processing, each questionnaire was first screened by hand. During this stage of processing all responses were edited and coded for key punching, except for write-in responses which were transcribed for hand tabulation.

Computer processing of the data provided frequency distributions, percentages and mean responses to all questions for three major categories of respondents: (1) social workers, (2) juvenile counselors, and (3) all

respondents. This statistical summary was produced for the 30 items in the background section of the questionnaire, as well as for that major portion dealing with job responsibilities. The latter was summarized by question for each job-task as follows:

Required Performance. The percentage of each respondent category who reported performing the job-task.

Importance. The average rating (scale of 1 to 5) of importance of the job-task to those who perform it.

Additional Training. The percentage of respondents who indicated that additional training on the task was desired.

Entry Performance. The percentage of respondents who indicated that the task could be performed by most new employees on entry to the job without additional training.

On-the-Job Training. The percentage of respondents who indicated that most new employees can perform the task given on-the-job training.

In-Service Training. The percentage of respondents who indicated that most new employees would require in-service training in order to perform the task.

These data were further collated and analyzed over all tasks in identifying job requirements and training needs. However, these subsequent analyses will be covered as applicable in the following sections of the report.

Data concerning worker distribution of time spent in performing each of the duties listed in the three service categories, Section B, and the General Responsibilities category, Section C, were not computed for the purpose of this study. However, relative distribution of time spent by social workers and juvenile counselors in performing specified categories of service was computed and is reported collectively and individually in the results section of the report.

Chapter 3

RESULTS AND DISCUSSION

Of the 181 Training Needs Assessment Inventory questionnaires distributed, 85% or 154 questionnaires were returned. Of these, eight were discarded because of incomplete data. The remaining 146 questionnaires were then analyzed to provide the juvenile service unit worker background characteristics, job requirements, additional factors bearing on job requirements, training needs and priorities, and staff development training plan. Except for discussion of worker background characteristics, data concerning graduate social worker and social service aide responses are excluded from this report. The detailed results of the remaining analyses are discussed below.

BACKGROUND CHARACTERISTICS OF JUVENILE SERVICE UNIT WORKERS

This part of the report presents the background characteristics of juvenile service unit workers within the Division of Community Services, Kentucky Department of Child Welfare (DCW), who responded to the Training Needs Assessment Inventory. The information presented here was derived from an analysis of Section A of the questionnaire and provides a profile of respondents which can be used as a basis for determining their overall entry performance capabilities. A complete statistical summary of respondent background characteristics is tabulated in Appendix C, Tables C-1 to C-4. In this section, only the most salient features of a juvenile service unit worker's background will be highlighted.

Job Position and Classification

Eleven job titles representing four basic job positions were used in describing the job classification of juvenile service unit workers. The classifications were: (1) Graduate Social Worker I, II, III; (2) Social

Worker I, II, III; (3) Social Service Aide II, III; and (4) Juvenile Counselor I, II, III. For data analysis purposes, two respondents (Vocational Teacher III and Case Aide) were grouped with the social worker job position and classification. The 146 workers who responded to the survey questionnaire were then distributed over the four job positons as shown in Table 1.

Table 1

Number of Respondents by Job Position

Job Position	Number of Respondents	Percent[a] of All Respondents
Graduate Social Worker (GSW)	3	2%
Social Worker (SW)[b]	93	64%
Social Service Aide (SSA)	8	5%
Juvenile Counselor (JC)	42	29%
Total	146	100%

[a]Percentages have been rounded to the nearest tenth.

[b]Includes Vocational Teacher III and Case Aide.

It will be noted that only a small percentage (7%) of the respondents were either graduate social workers or social service aides. As previously indicated, discussion of data in this section of the report will include the three graduate social workers and the eight social service aides. However, for each of the remaining sections of this report, only the responses of the social worker and the juvenile counselor respondents will be analyzed.

Personal

Four questions were asked of the respondents regarding personal characteristics: age, sex, marital status, and ethnic identity. In general, the respondents were about equally divided male and female, with the typical

worker being described as White, married, and between the age of 21-25 years. One exception to this worker characterization is seen with juvenile counselors, where the majority of respondents were male (71%).

Of the total 146 respondents, the majority of respondents were White (95%), approximately 4% were Black, and the remaining 1% described themselves as being of "Other" ethnic identity.

Education

Seven questions pertaining to educational background were included. In summary, virtually all of the juvenile service unit workers, except social service aides, reported that they were college graduates with a baccalaureate degree. Of this percentage (95%), 12 respondents reported having a Master's degree and 16 reported having graduate credits exceeding 15 hours. The major areas of undergraduate study for 61 (42%) of the respondents were social work, sociology, and psychology. The remaining 85 respondents (58%) reported undergraduate study areas considered not directly related to social work.

Job Experience

Responses to questions about job experience indicated that, in general, approximately two-thirds of the juvenile service unit workers have had 12 months or less experience in their present job positions. The majority of all respondents reported that they had not held other previous full-time paid positions in DCW. Of the 15 who had, 3 indicated having worked in a clerical/secretarial position, 3 in a supervisory position, and 9 in DCW job positions other than clerical or supervisory. The relative amount of time spent in the clerical and supervisory job positions ranged from 6 to 60 months and averaged 2-1/2 years.

When asked if they had previous (pre-DCW) social work experience of direct relevance to their present work, 88 (60%) of the respondents indicated that they had. Of this percentage, 48.5% indicated that they have had 13 months or more of such experience.

Professional and Training

Juvenile service unit workers were asked to indicate whether they were an active member in various professional organizations related to the social work field. In addition, they were asked if they had received DCW training they considered relevant to carrying out their job responsibilities, and to indicate what, where, and when the training was received.

Responses indicated memberships in professional organizations to be few. Only 18 (12%) belong to the Kentucky Welfare Association; and, although approximately 8% reported membership in some other professional organization, fewer than 2% belonged to the National Association of Social Workers. None of the respondents reported belonging to the American Public Welfare Association. In addition, only a fourth of the workers reported active membership in local civic community organizations.

Regarding job relevant training received from DCW, the vast majority (88%) of workers reported that they had received such training.

JOB REQUIREMENTS OF JUVENILE SERVICE UNIT WORKERS

In this part of the report the job requirements identified for social workers and juvenile counselors will be presented for each of the three service categories which make up the inventory of job tasks described for juvenile service unit workers. These job requirements were derived from an analysis of survey data and are shown in Appendix E and F for each job position.

Identification of Job Requirements

The approach used in identifying the job requirements of social workers and juvenile counselors was based on an analysis of responses to the question about whether or not a task is performed (Section B of the questionnaire); the objective being to eliminate tasks performed by relatively few workers. To achieve this objective it was necessary to establish a criterion in terms of the relative number of workers who reportedly perform a given task -- a criterion above which the task would be considered a job requirement, and below which the task would be eliminated from consideration as a candidate for training. Any such criterion is admittedly arbitrary, but some guideline was necessary if the original list of tasks was to be systematically narrowed to a manageable number for later consideration by the Staff Development and Training Unit.

Thus a job requirement was defined here as a task performed by at least half of the workers; and to insure that this definition was met, tasks performed by less than 45% of the respondents in each job position were considered too infrequently performed to be characteristic of their job and were therefore excluded as job requirements. This criterion, as indicated, is judgmental and based strictly on the percentage of social worker and juvenile counselor respondents who indicated performing a given task.

Results of the job requirements analysis using a 45% criterion is reported by category of service first for social workers and then for juvenile counselors.

Social Worker Job Requirements

Protective Services. In the Protective Services category, 110 tasks were initially presented as possible job responsibilities of a social worker. For each of these tasks, social worker respondents (N=93) were asked to

indicate whether they performed these tasks as part of their job. Based on an analysis of their responses, 24 tasks or about 22% were found to be performed by less than 45% of all social workers, and were accordingly deleted as social worker job requirements. The remaining tasks, which comprise the list of job requirements of a social worker in the delivery of protective services, are shown in Appendix E.

Examination of tasks excluded from the job requirements in this service category indicated that the majority of social workers are not involved in (a) obtaining voluntary termination of parental rights (Duty 8.0), (b) obtaining release of child from voluntary commitment (Duty 9.0), or (c) obtaining release of child from commitment following circuit court action (Duty 11.0). In addition, it was indicated that the majority of social workers do not obtain an agreement from parent(s) or guardian to provide monthly support payment of a child being committed (Task 5.5), nor perform three additional tasks which involve obtaining voluntary termination of parental rights (Tasks 7.2, 7.3, 7.4).

Services to Juveniles in the Community. Of the initial 146 tasks in this category, 57 tasks were excluded from the overall job requirements of a social worker -- again, on the basis of being performed by fewer than 45% of the social workers responding.

Examination of these tasks revealed that social workers do not typically (a) provide services to a child AWOL for less than 60 days during institutional care who appears in court on a new offense (Duty 8.0), (b) provide services to a child AWOL for more than 60 days from institutional care (Duty 9.0), (c) plan for return of supervised placement violator to an institution based on worker's judgment (Duty 12.0), (d) plan and place interstate cases referred from other states (Duty 14.0), or (e) refer interstate cases for planning and placement to other states (Duty 15.0).

In addition to tasks excluded from the above five duty areas, it was also found that one or more tasks were eliminated from the social worker's job requirements in four of the remaining nine duty areas.

Services to Unmarried Mothers. Only nine of the initial 117 tasks pertaining to services to unmarried mothers were identified as job requirements of a social worker. Specifically, the nine tasks involve (a) receiving of requests for services to the unmarried mother (Task 1.1), (b) obtaining intake information (Task 1.2), (c) providing DCW information regarding available services (Task 1.4), (d) evaluating need and availability of services (Task 1.5), (e) preparing and distributing form DCW-183 (Task 2.4), (f) completing intake recording (Task 2.5), (g) exploring financial resources of unmarried mother (Task 3.3), (h) formulating tentative plans for unborn child (Task 3.8), and (i) completing the recording of services during prenatal period (Task 3.12). All other tasks involving the delivery of services to unmarried mothers were excluded from the job requirements since less than 45% of the social worker respondents indicated that it was performed as part of their job.

Summary. In summary, 184 tasks, or slightly less than half of the 373 tasks originally specified in the Training Needs Assessment Inventory as possible job responsibilities, were identified as social worker job requirements (Appendix E).

On the basis of this analysis it can be concluded that social workers are (1) primarily responsible for tasks involving the delivery of protective services to children, (2) secondarily responsible for providing services to juveniles in the community, and (3) less involved with the delivery of services to unmarried mothers.

Juvenile Counselor Job Requirements

Protective Services. In analyzing the responses of the 42 juvenile counselors regarding the 110 protective cervice tasks, it was found that 35% of the tasks were performed by less than 45% of the counselors. The list of remaining tasks, constituting the job requirements of a counselor in the delivery of protective services, is shown in Appendix F.

Inspection of the 38 tasks excluded indicated that all of the tasks involved in (a) obtaining voluntary termination of parental rights (Duty 7.0), (b) obtaining involuntary termination of parental rights (Duty 8.0), (c) obtaining release of a child from voluntary commitment (Duty 9.0), and (d) obtaining release of a child from commitment following circuit court action (Duty 11.0) are not performed by the majority of juvenile counselors. Similarly, it was also found that seven of the 17 tasks involved in conducting a child abuse investigation (Duty 2.0), as well as the task of requesting a written report on child neglect referrals received from other sources (Task 3.1), are not performed by the majority of juvenile counselors.

Services to Juveniles in the Community. In this category only two of the initial 146 tasks were reportedly performed by fewer than 45% of the respondents. These tasks involved (a) preparing and submitting written instructions to police to apprehend a child from an institution (Task 7.5), and (b) requesting permission from an institution to return a supervised placement violator (Task 12.1). The list of 144 juvenile counselor job requirements involved in the delivery of services to juveniles in the community is shown in Appendix E.

Services to Unmarried Mothers. None of the 117 tasks comprising services to unmarried mothers were identified as being performed by 45% or more of the juvenile counselor respondents. Thus, all of these tasks were excluded from the juvenile counselor job requirements.

Again, the reader is reminded that the exclusion of tasks from the job requirements of a juvenile counselor is based strictly on the percentage (< 45%) of counselor respondents who indicated performing the task. The ultimate decision as to whether these tasks remain excluded rests with DCW.

Summary. In summary, 216 or 58% of the original 373 tasks were identified as juvenile counselor job requirements (Appendix F). It was evident from the data that juvenile counselors are more involved in tasks involving services to juveniles in the community than they are in providing protective services to children, and they apparently have less involvement with the delivery of services to unmarried mothers.

Summary of Social Worker and Juvenile Counselor Job Requirements

Analysis of the 373 tasks that comprised the Training Needs Assessment Inventory resulted in 184 (49%) being identified as the job requirements of a social worker and 216 (58%) as the job requirements of a juvenile counselor. Of the 373 tasks, 134 (36%) were eliminated from both the social worker and the juvenile counselor job requirements. Overall, 239 or 64% of the original 373 tasks included in the Training Needs Assessment Inventory were retained on the basis of being performed by 45% or more of the respondents who were either social workers or juvenile counselors. These 239 tasks are herein considered the job requirements of a juvenile service unit worker.

ADDITIONAL FACTORS BEARING ON JUVENILE SERVICE UNIT WORKER JOB REQUIREMENTS

The job requirements identified for social workers and juvenile counselors from an analysis of the survey data were based entirely on an arbitrary criterion of 45% task performance. As such, tasks which were identified as worker job requirements from the survey data may or may not be an actual part of their job responsibilities. This also holds true for those tasks

excluded from the job requirements.

In determining the overall job requirements of juvenile service unit workers, four additional factors must also be considered. They are: (1) the general responsibility tasks performed by the workers, (2) the additional tasks written in by the workers as tasks performed that were not covered in the questionnaire, (3) the distribution of worker time, and (4) the worker reactions. Whether or not these tasks or time factors should be considered in preparing the final list of worker job requirements rests ultimately with the Department.

General Responsibilities of Juvenile Service Unit Workers

To determine the general responsibilities of a juvenile service unit worker, respondents were asked to identify those tasks which they performed beyond their primary responsibilities in the delivery of social services, but which were required to maintain a professional program. In addition, they were instructed to rate each task they performed in terms of its importance, whether additional training was needed, whether new employees could perform the tasks upon entering the job, and whether new employees could learn to perform the task through on-the-job or in-service training. Having completed this, the respondents were then asked to write in any additional general responsibilities they performed and to indicate the amount of time they spent in performing the four duty areas listed in the General Responsibilities section (Appendix A).

In analyzing this data, each of the responses were hand tabulated across job position for juvenile service unit workers. The results of this analysis are presented in Appendix G. Based on this data, responses were further analyzed, using the less than 45% criterion specified earlier in this report, to determine general job responsibility requirements. The results of this analysis are summarized below.

In general, 14 of the 20 tasks listed in the questionnaire were identified by the respondents as part of their overall job responsibilities. Of these, two were identified over all others as more important or critical to program success. These tasks involved establishing and maintaining working relationships within the community (Task 3.2) and informing community referral sources of available DCW services (Task 3.3). In terms of job incumbent training needs, only one task met the additional training criterion of 45% or greater. This task involved supervising volunteers and/or para-professionals (Task 2.5). As to the training needs of new employees, the survey respondents reported that five of the 14 tasks (36%) could be performed prior to job entry, and that the majority of training required to perform the tasks could be accomplished on the job.

Additional Tasks Performed by Juvenile Service Unit Workers

To identify those tasks which were performed by juvenile service unit workers that were not listed in the Training Needs Assessment Inventory, survey respondents were asked to write in additional tasks in Sections B and C. In addition, they were also instructed to rate each task on the remaining five training need dimensions described in Chapter 2.

In analyzing these write-in responses, each "task" was hand tabulated for the three categories of service in Section B and the general responsibility category in Section C, and then combined across all categories for juvenile service unit workers. In doing so, "tasks" which (a) were related to tasks previously identified in the questionnaire, (b) duplicated previous "task" write-ins, (c) were obsolete, or (d) were performed by a very small portion of the staff were deleted.

The result of the above data analysis is a list of 25 additional tasks performed by one or more juvenile service unit workers. This list of additional job-tasks is presented in Appendix H.

In general, the vast majority of the 334 additional "task" write-ins of the respondents were related to one or more of the tasks previously listed in the Training Needs Assessment Inventory. Of those 25 which were identified as new or unique (Appendix H), most were found to be the general job responsibilities of the workers. Whether these tasks will become a part of the overall job descriptions rests with DCW.

Distribution of Worker Time

The amount of time workers spend in performing various aspects of their job is an additional factor of interest in the development of job relevant training. In an effort to obtain some estimate of this, respondents were asked to (a) estimate the time they spent in performing each duty within a category (Sections B and C), and (b) review the charts depicting job duties in each of four Juvenile Service Unit categories (Section D) and indicate the percentage of time spent in each. In addition, if they provided services outside the Juvenile Service Unit they were asked to indicate the amount of time spent in performing these job responsibilities in a separate category (Category V). The total percentage of time spent in each category and over all five categories was to equal 100%. For the purpose of this report, only the data derived from (b) was tabulated. As such, time estimates for performing each duty within a category are not included in this report.

In compiling the data for Section D, 11 social worker and 2 juvenile counselor questionnaires were discarded because of incomplete data. Thirteen questionnaires were excluded because the distribution of time reported did not equal 100%. Of the 120 usable questionnaires, 80 represented social workers and 40 represented juvenile counselors. In analyzing the data, the percentages reported by the respondents were averaged by category of service, both for the separate and combined job positions. Results of this analysis are shown in Table 2.

Table 2

Relative Distribution of Time Spent by Social Workers and Juvenile Counselors in Performing Job Responsibilities (Percent[a])

Category	DCW Job Position		Total
	Social Worker	Juvenile Counselor	
I. Protective Services	35%	23%	29%
II. Services to Juveniles in the Community	30%	52%	41%
III. Services to Unmarried Mothers	7%	4%	6%
IV. General Responsibilities	16%	15%	15%
V. Responsibilities Outside Juvenile Service Unit	12%	6%	9%
Total	100%	100%	100%

[a]Percentages have been rounded to the nearest tenth.

In general, these data indicate that social workers and juvenile counselors distribute their time differently in performing their job responsibilities and that they spend relatively different amounts of time in performing each of their various job functions. Social workers, for example, tend to spend more time in the delivery of protective services (Category I) while juvenile counselors spend relatively more time in the delivery of services to juveniles in the community (Category II). In addition, both social workers and juvenile counselors spend substantially more time in performing these job responsibilities than they do in carrying out other job functions. Very little time is spent by either worker in providing services to unmarried mothers (Category III) or performing job responsibilities outside of the Juvenile Service Unit (Category V). Finally, in looking at the total distribution for the combined groups it was found that juvenile service unit workers spend the majority of their time providing services to juveniles in the community (41%).

These data suggest that training program content can be tailored to place additional emphasis on those activities within a service category that constitutes the major portion of the time spent by the worker in carrying out assigned job responsibilities.

Although they should be considered only estimates of actual time distribution, the data provide additional basis for tailoring training to job demands.

Worker Reactions to the Questionnaire

The final part of the Training Needs Assessment Inventory was designed to obtain worker reactions to the questionnaire. As such, ten questions were asked covering such things as time required to complete the instrument and recommendations and comments for improving the questionnaire for future use. In addition, respondents wishing to have their completed copy of the questionnaire returned to them following data compilation were asked to sign their name.

Analysis of worker reaction data was based on 142 questionnaires with four of the basic 146 being omitted because of missing information. Responses to the ten questions were tabualted; and where open-ended questions were asked, responses were first sorted into categories and then tabulated by category. Results of this analysis are shown in Appendix B, Table B-1.

Most (63%) respondents indicated that they had completed the Inventory in their office during at least three separate work intervals and over a period of 2-1/2 hours. In doing so, the vast majority reported that the task statements were understandable (91%) and adequately descriptive of their job (82%), that the format in the questionnaire was easy to follow (91%), and that the instructions given were clear and adequate (91%). Approximately half of the workers indicated that completing the instrument had the side benefit of helping them to gain greater perspective and awareness of their job responsibilities and helped to organize their job. In addition, approximately half

of those who had some expectation as a result of completing the Inventory, expected DCW training to be more abundant, job relevant and beneficial to them in performing their assigned duties. Overall, 52% of the workers asked that the questionnaire be returned to them on completion of the study.

In analyzing recommendations regarding questionnaire format, most of the workers suggested that (a) the questionnaire be made shorter, less detailed and not as repetitious, (b) the various rating dimensions for assessing training needs be modified to clarify possible differences between dimensions, and (c) questionnaire format be simplified to avoid confusion. As for general comments and reactions, most of the respondents found the Inventory to be useful, although too time consuming and repetitious, and hoped that something worthwhile will come about as a result of their time and effort.

TRAINING NEEDS OF JUVENILE SERVICE UNIT WORKERS

Once the original task list had been reduced to the job requirements of juvenile service unit workers, questionnaire data were further used to (a) narrow the job requirements to a list of training needs, and (b) assign priorities to these training needs.

The following paragraphs contain a description of the analyses which led to the identification of the training needs and priorities, along with results of the analyses. These results are first presented separately for the two job positions, and then combined into a composite description of training needs for all juvenile service unit workers.

Identification of Training Needs

In order to identify training needs, each task designated as a job requirement in the previous analysis was subjected to further screening on

two factors: first, was it rated by respondents as important to performance of the job; and second, was it a task that, in the judgment of respondents, could not be performed by a new employee on entry to the job? Job requirements which met the criterion established for the first question were termed priority job requirements, and those priority job requirements which met the criterion established for the second question were designated as training needs. This sequential screening procedure, as applied to the original list of 373 tasks, is shown in Figure 1.

In identifying the priority job requirements for which a training need might exist within a job position, the criterion of importance was imposed. This basis for excluding a task from the list of job requirements was based on the assumption that if a task was relatively unimportant in the performance of the job, then, other things being equal, the need to provide training on that task would also be relatively unimportant. As described earlier, the importance of a task was rated by those who perform it on a scale of 1 to 5, where 1 represented "very important," and 5 represented "very unimportant." Accordingly, tasks which received a mean importance rating greater (numerically) than 2.0 were excluded from the lists of priority job requirements for each job position. Lists of priority job requirements resulting from this analysis constitute the base of tasks from which the overall training needs of a social worker and a juvenile counselor could be identified.

Using this list of priority job requirements identified for each job position, the next step was to identify the entry job performance capabilities of the social worker and juvenile counselor. This basis for screening tasks was based on the assumption that if most new employees could perform the task upon entering the job, then the need to provide training on that task was unnecessary. As described earlier in the report, the "entry" job

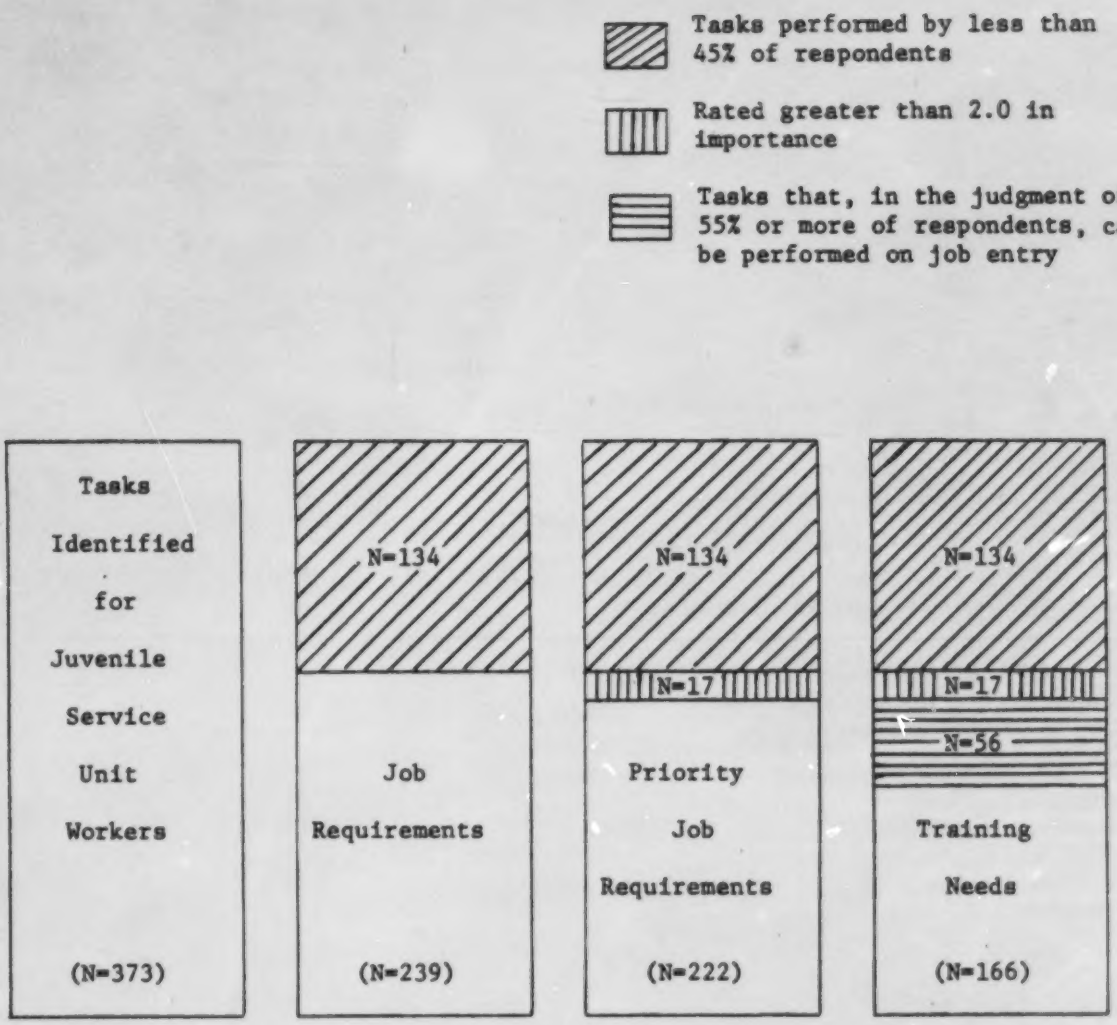

Figure 1. Diagram of Procedure Used to Identify Training Needs

performance capability of a new worker was obtained by asking each respondent who performed a task to indicate whether or not most new employees could perform that task on entering the job. To identify tasks which at least half of the respondents agreed could be performed on entry to the job, a criterion of 55% or greater was established and all tasks so judged were excluded from the list of priority job requirements for each job position. The task list resulting from the analysis of this data constitutes the training needs for social workers and juvenile counselors.

Social Worker Training Needs

Following the analytic procedures described above, the 184 job requirements identified for social workers were screened on the basis of job importance in order to identify those tasks which were more critical to job success. In doing so, tasks judged as relatively unimportant (mean of 2.0 or greater) were excluded from the priority job requirements list while those tasks rated as relatively important (mean of less than 2.0) were identified as the priority job requirements. These priority job requirements are designated in Appendix D by an asterisk and comprise the base list from which social worker training needs were identified. Table 3 illustrates the initial priority job requirements data presented in Appendix E.

In total, 163 or about 89% of the social worker job requirements listed in Appendix E were identified by the respondents as priority job requirements for a social worker.

From this list of priority job requirements, the tasks were then screened on the basis of entry level worker job performance capability. In doing so, tasks which more than 55% of the respondents indicated could be performed by most new employees upon entering the job were deleted from

Table 3

Priority Job Requirements
for
Social Workers

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record.
	1.3	Adds case to case list.
	1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	*1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.

the list of priority job requirements. Tasks which survived this screening constituted the training needs of a social worker; 129 tasks or approximately 79% of the priority job requirements were so identified and are designated in Appendix D by a double asterisk. Table 4 below illustrates the initial social worker training needs data presented in Appendix E.

Table 4

Training Needs of Social Workers

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record.
	1.3	Adds case to case list.
	1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	*1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.

Juvenile Counselor Training Needs

Following the same procedure as described for social workers, the 216 job requirements identified for juvenile counselors were screened on the basis of job importance. Of these, 208 (96%) were identified by the respondents as priority job requirements for a juvenile counselor. Priority job requirements identified by this procedure are designated by an asterisk in Appendix F, and a sample is given in Table 5.

Table 5

Priority Job Requirements
for
Juvenile Counselors

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record
	*1.3	Adds case to case list.
	*1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	**1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.6	Provides necessary protective services to child alleged to be abused.
	**2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.

From this list of priority job requirements identified for a juvenile counselor, tasks were then identified which cannot be performed by most new employees upon entering the job. These training needs are shown in Appendix F and are designated by a double asterisk; 142 or about 68% of the priority job requirements were so identified. Table 6 illustrates the initial juvenile counselor training needs as presented in Appendix F.

Table 6

Training Needs of Juvenile Counselors

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record
	*1.3	Adds case to case list.
	*1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	**1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.6	Provides necessary protective services to child alleged to be abused.
	**2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.

Juvenile Service Unit Worker Training Needs

As a final step in the analysis of training needs it appeared useful to compare the training needs identified for social workers with those identified for juvenile counselors. Such information can be utilized in the planning of training where consideration will have to be given to the possibility of cross-training for both job positions.

As presented earlier, 129 tasks were identified as training needs for social workers and 142 tasks as juvenile counselor training needs. Consolidating these two lists of training needs produced 166 separate tasks which may be termed juvenile service unit worker training needs. Refer to Table 7.

Of the 166 juvenile service unit worker training needs determined, 103 were identified as common to both social worker and juvenile counselor; 26 specific to social workers; and 37 specific to juvenile counselors. These data are presented in Appendix I. For purposes of illustration, Table 8 contains the top ten juvenile service unit worker training needs.

Table 7

Number of Juvenile Service Unit Worker Training Needs
as Derived from an Analysis of Tentative Job Requirements

Task Classification	Social Worker	Juvenile Counselor	Juvenile Service Unit Worker
Tentative Job Requirements	373	373	373
Job Requirements	184	216	239
Priority Job Requirements	163	208	222
Training Needs	129	142	166

Table 8

Juvenile Service Unit Worker Training Needs
Common
to Both Social Worker and Juvenile Counselor

Duty	Task	Task Description
Protective Services (Category I)		
1.0	1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
2.0	2.1	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	2.3	Interprets agency function in alleged child abuse cases to referral source.
	2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	2.6	Provides necessary protective services to child alleged to be abused.
	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
	2.8	Conducts interview with child alleged as being abused.
	2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
	2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
	2.12	Provides court with evaluation of validity of alleged child abuse claim.

In general, the common juvenile service unit worker training needs were equally divided between the delivery of protective services (Category I) and the delivery of services to juveniles in the community (Category II). Those

training needs specific to social workers were primarily in Category I, while those juvenile counselor specific training needs were, with the exception of two tasks, in Category II.

Determining Priority of Training Needs

To further refine the list of tasks identified as training needs, and to provide a basis for later recommendations as to what needs should be addressed first in a training plan, training need priorities were determined. The procedure used in assigning priorities to training needs was as follows.

All training needs for a job position (social worker or juvenile counselor) were first arranged in rank order on the basis of the percentage of workers who reported performing the tasks. In other words, the task (training need) that was performed by the largest percentage of respondents was ranked number one, the task performed by the next largest percentage of respondents was ranked number two, and so forth. A second rank order was then determined for these tasks in terms of the magnitude of the mean importance rating given by respondents; again, the most important task being ranked number one, etc. Next, a third rank order was established on the basis of the percentage of respondents who reported that a given task could not be performed on entry to the job (a high percentage ranking high and a low percentage ranking low). In a similar fashion a fourth and final rank order was assigned on the basis of a factor that had not been considered previously in the identification of training needs -- that of additional training requested by respondents. This final ranking then was based on the percentage of respondents who indicated that they would like to have additional training on a task, with the highest ranking task representing the highest percentage and the lowest ranking task the lowest percentage.

Given these four ranks for each task, it was then possible to combine them into an overall index of priority for training. This was accomplished by summing the four ranks for each task and then rank ordering the tasks on the basis of these totals. This approach produced a final ordering of tasks (training needs) in which the rank order or priority of a task reflected an equally weighted composite of the four dimensions of training need.

Using this procedure, priorities were calculated for the training needs of workers within each job position and for juvenile service unit workers.

Priority of Training Needs for Social Workers. The 129 training needs previously identified for social workers were assigned priorities by the method described, and are listed in order of priority in Appendix J. For purposes of illustration, Table 9 contains the ten top priority training needs for social workers.

Table 9

Training Needs Priority
for
Social Workers

Priority	Category	Duty	Task	Task Description
1.	I	3.0	3.9	Provides necessary protective services to child alleged to be neglected.
2.	I	3.0	3.5	Evaluates validity of alleged child neglect situation.
3.	I	4.0	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
4.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
5.	I	2.0	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
6.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
7.	I	6.0	6.5	Represents DCW in court for hearing on Petition.
8.	I	2.0	2.6	Provides necessary protective services to child alleged to be abused.
9.	I	4.0	4.5	Provides social work services to child and family.
10.	I	3.0	3.11	Conducts interview with child alleged to be neglected.

In general, the data suggest that the highest priority training needs of social workers are involved in the delivery of protective services to children (Category I). Within that service category, the duty area which has the greater percentage of high priority tasks involves the provision of continued DCW services (Duty 4.0). This is closely followed by tasks involving the conduct of a child neglect investigation (Duty 3.0) and the conduct of a child abuse investigation (Duty 2.0). Moreover, inspection of the top ten training needs (Table 9) indicates that most of these tasks are directly or indirectly involved with interviewing. Examination of the remaining training needs priority data (Appendix J) also tends to confirm this finding, thus suggesting that interviewing might well be the first area for consideration in the delivery of training for social workers.

Priority of Training Needs for Juvenile Counselors. Priorities for the 142 juvenile counselor training needs were similarly determined and are shown in Appendix K. The resulting priorities indicate that the training needs of a juvenile counselor are about equally divided between the delivery of services to juveniles in the community (Category I) and the delivery of protective services (Category II). Examination of the data indicates that the duty area which has the greater percentage of high priority training needs (tasks) is found in Category II and involves the provision of services to juveniles placed on probation to DCW by the court (Duty 3.0). This is closely followed by a Category I duty area which involves the conduct of child abuse investigations (Duty 2.0).

Based on the ten tasks of top priority for juvenile counselors (Table 10), it will again be noted that most of these tasks are also directly or indirectly involved with interviewing, thus strengthening the suggestion that interviewing be considered one of the first if not the first area for training, regardless of which job position is involved.

Table 10

Training Needs Priority
for
Juvenile Counselors

Priority	Category	Duty	Task	Task Description
1.	II	3.0	3.6	Develops treatment plan with child and parent(s) or guardian.
2.	II	3.0	3.7	Establishes treatment goals for child placed on probation.
3.	II	11.0	11.2	Makes recommendations to judge regarding supervised placement violator.
4.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
5.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
6.	II	3.0	3.3	Interviews parent(s) or guardian of child placed on probation.
7.	I	4.0	4.5	Provides social work services to child and family.
8.5	II	2.0	2.4	Interviews child.
8.5	II	10.0	10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
10.	II	2.0	2.3	Interviews parent(s) or guardian of child.

Priority of Juvenile Service Unit Worker Training Needs

To further facilitate the development of a training plan for both social workers and juvenile counselors, the training needs identified as common and specific to juvenile service unit workers were assigned training priorities. This was accomplished first for common training needs by summing the priority given for each task and then rank ordering the tasks on the basis of these totals. For the purpose of illustration, Table 11 contains the ten top priority training needs identified for juvenile service unit workers as shown in Appendix L.

Table 11

Training Priority of Common Juvenile
Service Unit Worker Training Needs

Priority	Category	Duty	Task	Task Description
1.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
2.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
3.	I	3.0	3.5	Evaluates validity of alleged child neglect situation.
5.	I	4.0	4.5	Provides social work services to child and family.
5.	II	3.0	3.6	Develops treatment plan with child and parent(s) or guardian.
5.	II	3.0	3.7	Establishes treatment goals for child placed on probation.
7.	I	3.0	3.9	Provides necessary protective services to child alleged to be neglected.
8.	I	4.0	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
9.	I	2.0	2.6	Provides necessary protective services to child alleged to be abused.
10.	I	2.0	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child

Training priorities for tasks identified as specific to social workers and juvenile counselors were assigned by rank ordering the tasks on the basis of their previously assigned training priority. These data are also presented in Appendix L, and a sample is given in Table 12.

Table 12

Training Priority of Specific Juvenile Service Unit Worker Training Needs

Social Worker Specific Training Needs Priority

Priority	Category	Duty	Task	Task Description
1.	I	8.0	8.1	Conducts interview with parent(s) or guardian.
2.	I	7.0	7.1	Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.
3.	III	3.0	3.8	Formulates with unmarried mother tentative plan for unborn child.
4.	I	2.0	2.13	Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.
5.	I	2.0	2.11	Reports information gathered in relation to alleged child abuse case as a witness in court hearing.
6.	I	7.0	7.7	Represents DCW at court hearing.
7.	I	2.0	2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.
8.	III	1.0	1.5	Evaluates with unmarried mother areas of need and availability of DCW services.
9.	III	1.0	1.4	Provides information regarding DCW services available.
10.	I	2.0	2.14	Informs parent(s) or guardian of continued DCW services.

Juvenile Counselor Specific Training Needs Priority

Priority	Category	Duty	Task	Task Description
1.	II	12.0	12.5	Completes and forwards Placement Violation Report to appropriate personnel.
2.	II	12.0	12.6	Provides continuing social work services to child's family.
3.	II	9.0	9.7	Plans for supervised placement in community if appropriate.
4.	II	9.0	9.2	Determines appropriate plan with child and parent(s) or guardian.
5.	II	15.0	15.1	Makes referral approved by supervisor through interstate channels for social work services needed.
6.	II	15.0	15.3	Plans and finalizes interstate placement of child.
7.	II	8.0	8.1	Provides appropriate services to juvenile court when AWOL child appears in court on new offense.
8.5	II	14.0	14.15	Prepares and submits progress report to sending state regarding interstate cases through interstate channels.
8.5	II	14.0	14.16	Notifies sending state through interstate channels and request resettlement/ replacement through interstate channels when indicated.
10.5	II	14.0	14.12	Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.
10.5	II	5.0	5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.

In general, these data will confirm what has been previously suggested by analyzing the priority training needs of social workers and juvenile counselors; specifically, interviewing should be the first area for consideration in the delivery of training.

In addition, it will be found that the development of treatment goals and plans, as well as the provision of necessary protective services to children neglected or abused, are areas which should also be considered immediately in the delivery of training for juvenile service unit workers.

STAFF DEVELOPMENT TRAINING PLAN

This part of the study describes the development of a training plan which can be used by DCW to upgrade the quality and quantity of training for staff members in a planful and systematic manner. The training needs data on which this training plan was based is presented in Appendix L. The rationale and steps taken to develop the training plan, shown in Table 13 and Figure 2, are described below.

Rationale

Up to this point in the training conceptualization process, each step has been directed toward constructing a strong foundation upon which to build a planful and systematic training plan. The job requirements identified for social workers and juvenile counselors provided the framework for developing the training plan. The training needs and priorities identified for these two job positions comprised the building blocks for the structure of the training plan. The final step in developing the plan was to organize these building blocks within the structural framework so that effective and efficient juvenile service unit training programs can be developed, delivered and evaluated by the Staff Development and Training Unit of DCW.

To accomplish this organization of worker training needs, several methods were considered. One method was to arrange the training needs in terms of job content and then sequence the training to reflect the general order in which the job itself is performed. This would place instruction, insofar as possible, within the context of the work environment. As the trainee learned new tasks, the tasks would be related to the larger duty of which they are a part, while the task elements would be related to the task being learned. One problem with this organization was that the priority of worker training needs could not be given proper consideration.

Another method that was considered in organizing training needs was to group similar task behaviors into instructional content areas. This would insure that the prerequisite learning elements for performing a task would be presented to the trainee prior to actual job-task training. Again, the problem with this method was that high priority training needs were often excluded from immediate consideration because one or more may not have fit as a logical part of an otherwise coherent instructional content area.

The final organizational method considered, and the one opted for, was to group the worker training needs into manageable training program units on the basis of job content and then to sequence each of the units for training program development on the basis of their training priority. In the development of each unit, training needs that could best be met by in-service, on-the-job, self-instruction, or some combination of these modes of training delivery could be identified. The learning elements within each unit could then be developed into learning modules and sequenced on the basis of instructional content and order of job performance. By this method, the salient features of the other methods would be included while eliminating

the problem of ignoring the priority training needs of the workers.

Staff Development Training Plan

Before a staff development training plan could be developed, it was first necessary to determine the training system design approach to be taken by the Department. If the emerging training system was to accommodate separately the social worker and juvenile counselor training needs, then two separate staff development training plans would have to be developed. However, if the system was primarily to meet the training needs common to both the social worker and juvenile counselor, with job position specific training needs being addressed as required, then a composite, coordinated staff development training plan would have to be developed. It was determined that the latter design approach was to be implemented by the Department.

In developing a training plan which would utilize this approach, four major steps were taken. The first step was to identify the number of training program units that would have to be developed to meet juvenile service unit worker training needs. To do this, each of the training needs were analyzed and grouped into training program units on the basis of job content. The second step was to sequence the training program units that would have to be developed on the basis of worker training needs priority. This was done by summing the priority of training needs within each training program unit and then rank-ordering them on the basis of their overall training priority index.

Once the number of training program units was determined, together with the sequence in which they would be developed to meet the training needs of the workers, the third step was to identify the training delivery mode for each task previously identified as a training need for juvenile service unit workers. Accordingly, each training need was analyzed in terms of whether it could be best trained through self-instructional, on-the-job, or in-service

training programs. In addition, tasks which could be best trained by some combination of the above delivery modes were also identified. The results of the first three steps is shown in Table 13.

The fourth and final step toward developing a staff development training plan for DCW was to program the development of each training program unit by mode of training delivery over a specified time period. In doing this, time requirements were estimated for developing, planning, delivery and evaluating each training program unit. For future implementations of the proposed training plan, training time, manpower, facilities, monetary, and other constraints of the Department, as well as those of the Staff Development and Training Unit of DCW, will have to be considered. The staff development training plan developed for juvenile service unit workers is shown in Figure 2.

In summary, three basic factors were used to develop a composite, coordinated staff development training plan for juvenile service unit workers. First, worker training needs were grouped into training programs units on the basis of job content in an effort to provide training that would be within the context of the job environment. Second, the training needs of the workers were sequenced in the training plan on the basis of their assigned training priority within each training program unit. That is, those tasks for which the workers expressed a greater and more immediate need for training would be met prior to the delivery of training on less immediate training needs. Third, the training delivery mode which could best meet the training needs of the workers was identified in each training program unit. By using the most suitable selection of training delivery mode, training program development time and costs would be minimized while overall training program efficiency would be enhanced.

In developing the training programs based on the proposed training plan, three additional factors are suggested for consideration by DCW Staff Development and Training Unit personnel. First, each area of module within a

Table 13

Training Needs of Social Service Unit Workers by Training Program Units and Training Delivery Mode

Training Program Unit I — Probation			Training Program Unit II — Child Neglect			Training Program Unit III — Child Abuse			Training Program Unit IV — Child Before Court			Training Program Unit V — Supervised Placement			Training Program Unit VI — Child in Institution			Training Program Unit VII — Interstate Planning & Placement		
Training Delivery Mode			Training Delivery Mode			Training Delivery Mode			Training Delivery Mode			Training Delivery Mode			Training Delivery Mode			Training Delivery Mode		
In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)	In-Service (IS)	On-the-Job (O/T)	Self Inst. (SI)
II 3.6	II 3.6	II 3.6	I 3.10	I 3.10	I 3.10	I 4.3	I 4.3	I 4.3	II 2.4	II 2.4	II 2.4	II 10.9	II 10.9	II 10.9	II 4.3	II 4.3	II 4.3		II 14.10	II 14.10
3.7	3.7	3.7	4.3	4.3	4.3	4.5	4.5	4.5	2.7	2.7	2.7		11.2	11.2	5.4	5.4	5.4		14.14	14.14
3.9	3.9	3.9	3.5	3.5	3.5	4.2	4.2	4.2	2.3	2.3	2.3	10.8	10.8	10.8	4.2	4.2	4.2		14.2	14.2
3.4	3.4	3.4	4.5	4.5	4.5	2.6	2.6	2.6		2.6	2.6		10.10	10.10		4.11	4.11		14.1	14.1
	3.8	3.8	3.9	3.9	3.9	2.7	2.7	2.7		2.1	2.1	11.10	11.10	11.10	4.10	4.10	4.10		14.3	14.3
3.3	3.3	3.3	4.2	4.2	4.2	4.9	4.9	4.9	16.1	16.1	16.1	10.7	10.7	10.7		5.5	5.5			
	3.5	3.5	3.11	3.11	4.15	4.15	4.15	4.15	2.5	2.5	2.5	10.11	10.11	10.11	13.2	13.2	13.2			
16.1	16.1	16.1	4.9	4.9	4.9	2.4	2.4	2.4		2.8	2.8	10.2	10.2	10.2		13.3	13.3			
	16.2	16.2	4.15	4.15	4.15	2.8	2.8	2.8		16.2	16.2	10.1	16.1	16.1		4.16	4.16			
	16.3	16.3		3.15	3.15	6.5	6.5	6.5		16.3	16.3		10.3	10.3		6.3	6.3			
	13.2	13.2	6.5	6.5	6.5	4.4	4.4	4.4					16.2	16.2		4.5	4.5			
	13.3	13.3	4.4	4.6	4.6		2.12	2.12					16.3	16.3						
	3.12	3.12	3.7	3.7	3.7	2.3	2.3	2.3				13.2	13.2	13.2						
				4.8	4.8		4.6	4.6					10.12	10.12						
			4.7	4.7	4.7	4.7	4.7	4.7					10.13	10.13						
			1.1	1.1	1.1	1.1	1.1	1.1					13.3	13.3						
			3.3	3.3	3.3	4.13	4.13	4.13					11.8	11.8						
			4.13	4.13	4.13		6.1	6.1					11.9	11.9						
				6.1	6.1	2.10	2.10	2.10												
				4.8	4.8		4.8	4.8												
			3.14	3.14	3.14	2.9	2.9	2.9												
			5.3	5.3	5.3	5.3	5.3	5.3												
				4.10	4.10		4.10	4.10												
				3.8	3.8		6.2	6.2												
			3.12	3.12	3.12		2.2	2.2												
			3.6	3.6	3.6	2.15	2.15	2.15												
				3.16	3.16		4.1	4.1												
				6.7	6.7		5.1	5.1												
			3.13	3.13	3.13		12.2	12.2												
				4.1	4.1		13.1	13.1												
				5.1	5.1		12.3	12.3												
			3.17	3.17	3.17		10.1	10.1												
				12.2	12.2		6.3	6.3												
			13.1	13.1	13.1		12.4	12.4												
			3.18	3.18	3.18		5.4	5.4												
				12.3	12.3		13.3	13.3												
				10.1	10.1		13.2	13.2												
				6.3	6.3		6.4	6.4												
				12.4	12.4		4.12	4.12												
				5.4	5.4		5.2	5.2												
				13.3	13.3		12.1	12.1												
				13.2	13.2															
				6.4	6.4															
				4.12	4.12															
				5.2	5.2															
				12.1	12.1															

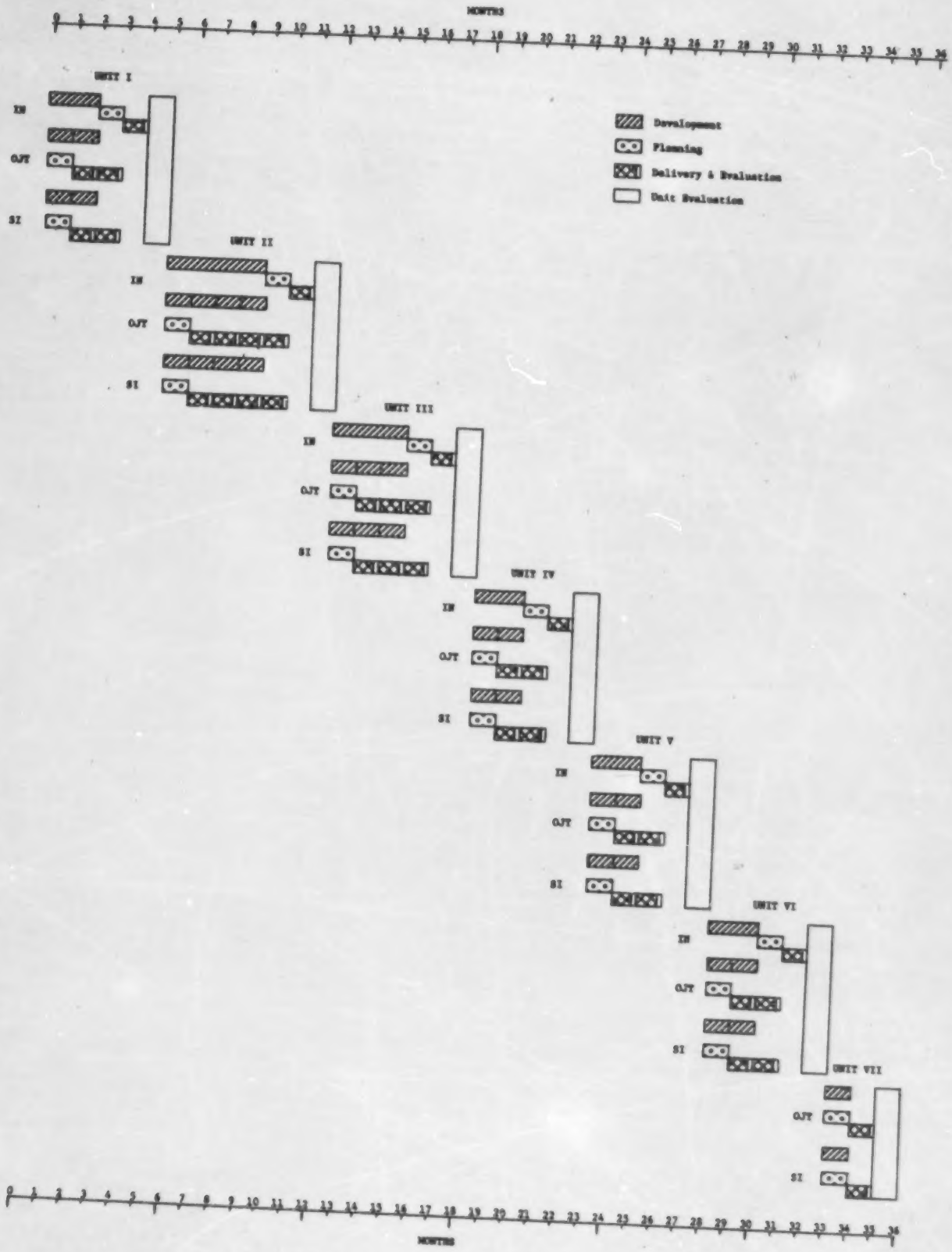

Figure 2. Staff Development Training Plan for Juvenile Service Unit Workers

training program unit should be developed by combining related instructional content and then presented according to priority as a worker training need. As such, priority training areas such as interviewing, developing treatment goals and plans, and providing protective services to children neglected or abused, would be developed and assigned higher priority in the delivery of training than training areas of lesser priority. Second, specific worker training needs should be incorporated within the framework of the training program unit modules based on their relationship to job performance. As such, tasks performed specifically by social workers or juvenile counselors would be designated for training within the same or similar job context in which they are actually performed. Finally, sequencing of instructional content should be accomplished by identifying those knowledges and skills which are common to tasks identified in each training program unit. Preliminary steps can then be taken to avoid duplicating identical instructional knowledge and skill requirements or delivering training based on learner prerequisite capabilities which do not exist.

Chapter 4

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

PURPOSE

The overall purpose of this study was to develop a comprehensive, coordinated staff development and training plan for the Department of Child Welfare which could be implemented by Staff Development and Training Unit personnel in providing DCW staff in the Division of Community Services with the specialized knowledge and skill necessary for effective delivery of services to predelinquents, delinquents, and their families.

GOALS

The two major goals of the study were to (a) construct a model process for ascertaining training needs which can be utilized to identify training needs and subsequently which can be used to develop content for and evaluation of training courses; and (b) test the model through trial application on a sample population, the social service staff in the Juvenile Service Units in the Division of Community Services.

OBJECTIVES

The objectives of the study were to (a) identify the job performance requirements of juvenile service unit workers, (b) determine their training needs, and (c) prepare a plan for the development and delivery of training to meet these needs.

APPROACH

To accomplish the objectives of this study, a Training Needs Assessment Inventory questionnaire was developed and administered to all juvenile service unit workers in the Kentucky Department of Child Welfare. This

questionnaire was organized around an extensive list of job-tasks derived from documents and staff experience within DCW. Job-task information was arranged into a rating questionnaire format with additional sections for respondent background data and reactions to the survey questionnaire. In order to assure comprehensibility and completeness, the preliminary questionnaire format was pilot tested with a sample of juvenile service unit workers and reviewed by all social service supervisiors within the Division of Community Services. Following revision based on results of the pilot test, the Training Needs Assessment Inventory questionnaire was mailed to all juvenile service unit workers in the Kentucky Department of Child Welfare. From a total of 181 questionnaires distributed, 154 (85%) were returned of which 146 were usable. Eight were not usable because of incomplete data. Data from the 146 questionnaires were analyzed to provide job descriptive information which, in final form, resulted in the job requirements, training needs, and training priorities of social workers and juvenile counselors.

RESULTS

Background Information

The juvenile service unit worker respondents represented 11 different job classification categories covering four basic job positions: graduate social worker, social worker, social service aide, and juvenile counselor. Of the total number of respondents, the majority were social workers (64%) and juvenile counselors (29%). The average length of service with DCW was approximately 1-1/2 years, with about two-thirds of the workers having had 12 months or less experience in their present job positions.

The proportion of respondents in each ethnic group varied among job positions but approximates the proportions in the general population of Kentucky. Overall, 95% of the workers were "White"; 4% "Black"; and the remaining 1% from "Other" ethnic groups.

Although 95% of the respondents had received a four-year college degree, less than one-third attended graduate school. Excluding graduate social workers, less than 5% had received a Master's degree. In addition, approximately 55% of the workers reported major areas of undergraduate study that were not directly related to social work, sociology or psychology.

In reference to membership in professional organizations, relatively few of the respondents reported that they belonged to either the Kentucky Welfare Association or the National Association of Social Workers. None of the respondents belonged to the American Public Welfare Association. In addition, only 25.3% of the total workers reported membership affiliation in local civic community organizations, and 7.5% in other professional organizations.

Regarding relevant in-service training received in the Department, approximately 88% of the respondents reported having received training which they considered directly relevant to their job.

Job and Training Need Requirements

The job requirements of juvenile service unit workers were identified for social workers and juvenile counselors based on the percentage of respondents who reported performing each of the 373 tasks listed in the questionnaire as a part of their normal job responsibilities. Tasks performed by fewer than 45% of the respondents were considered too infrequently performed to be part of the worker's job requirements, and as such, were excluded from further consideration. Using this definition, a total of

184 tasks were identified as social worker job requirements, 216 tasks as juvenile counselor job requirements, and 239 tasks were identified as juvenile service unit worker job requirements.

Job requirements most critical to job success were then identified for the social worker and juvenile counselor positions by analyzing the average importance rating assigned to each task by respondents. Tasks which failed to receive an average rating of at least "important" were excluded from the list of priority job requirements. On this basis, a total of 163 social worker job requirements and 142 juvenile counselor job requirements were identified as critical to successful job performance. By combining these priority job requirements data, 222 job requirements are identified as critical to juvenile service unit worker job success. These priority job requirements (tasks) were then used as the data base from which juvenile service unit worker training needs were identified for both social workers and juvenile counselors.

General Responsibilities

In addition to the extensive listing of job specific tasks, 20 general responsibilities were judged for relevance by respondents. Of these 20, 14 were found to be performed by the majority of juvenile service unit workers and included such things as collecting data and preparing statistical reports, supervising volunteers and/or para-professionals, preparing and delivering speeches, and participating in workshops and training sessions.

Additional Tasks

Additional job-tasks or responsibilities not included in the questionnaire were solicited from respondents. The 334 write-ins received were sorted, duplications removed, and reduced to a list of 25 tasks for further evaluation and possible inclusion in later revisions of the questionnaire. Ratings on

each of the training need dimensions reported for these tasks were not computed and, as such, were excluded from further analyses of training needs.

Distribution of Time

The relative amount of time spent by a juvenile service unit worker in performing his job responsibilities was identified for both social workers and juvenile counselors. Job responsibility areas for which estimates of relative time distribution were computed were (a) providing protective services, (b) providing services to juveniles in the community, (c) providing services to unmarried mothers, (d) performing general responsibilities, and (e) performing other responsibilities not previously covered in each of the above areas. Results of this analysis indicated that social workers spend relatively more time providing protective services than they do in providing services to juveniles in the community. Just the reverse of this was found for juvenile counselors, and for both groups of workers combined. On a relative basis, the least amount of time is apparently spent by these workers in the delivery of services to unmarried mothers.

Worker Reactions

Apart from determining training needs and developing a training plan -- the main thrust of the survey -- worker reactions to the questionnaire itself were solicited.

In this regard, respondents indicated that approximately 2-1/2 hours were required to complete the questionnaire. The task statements, format and instructions were generally found to be adequate; and completion of the instrument was reported by the majority of respondents to have aided them

in gaining a greater perspective and awareness of their job responsibilities. As to their expectations concerning completion of the questionnaire, most of the workers expected DCW to ultimately provide more abundant and job relevant training of benefit to them in carrying out their job responsibilities. Recommendations received regarding improvement of the questionnaire were to (a) make it shorter, less detailed and repetitious, (b) modify the rating dimensions for assessing training needs, and (c) simplify the questionnaire format.

Training Needs

As mentioned, the derivation of juvenile service unit worker training needs for both social workers and juvenile counselors proceeded from the priority job requirements. Training needs were determined by analyzing responses to a question about the entry performance capability of the job holders for each task identified as a priority job requirement. Tasks which at least 55% of the respondents reportedly agreed could be performed on entry to the job were excluded as training needs from the list of priority job requirements for each position. A total of 129 tasks, or approximately 79% of the social worker priority job requirements, were identified in this manner as social worker training needs. For the juvenile counselor, 142 (68%) of the priority job requirements were so identified. By combining these lists of training needs, 166 tasks were identified as training needs of juvenile service unit workers. Of these, 103 were identified as training needs common to both social worker and juvenile counselor, 26 as specific to social workers, and 37 as specific to juvenile counselors. These data are described in the report as juvenile service unit worker training needs.

In summary, approximately 50% of all the job-tasks performed by juvenile service unit workers were designated as training needs for both social workers and juvenile counselors. In addition, social worker job incumbents indicated a proportionately greater need for training than did juvenile counselor job holders.

Training Priority

To provide a basis for determining what training needs of juvenile service unit workers should be addressed first in a training plan, the priority of training needs was established. This was done on the basis of an equally weighted composite of four factors: (a) percentage of workers who reported performing the tasks, (b) magnitude of the mean importance rating given by the respondents to the tasks, (c) percentage of respondents reporting that a given task could be performed on entry to the job, and (d) percentage of workers who indicated they would like to have additional training on the tasks. By rank ordering each task on these four factors and then rank ordering the tasks on the basis of the sum of the four ranks, an overall index of training priorit was established for social workers, juvenile counselors, and juvenile service unit workers.

In general, the results of these analyses indicate that interviewing, developing treatment goals or plans, and providing protective services to children neglected or abused are areas of training needs which should be given priority in training program development.

Training Plan

From the lists of training priorities identified for juvenile service unit workers, a training plan was developed for implementation by the Staff Development and Training Unit of DCW. Here, the 103 training needs common

to both social worker and juvenile counselor were further analyzed in order to determine an efficient long term strategy for training development and delivery. Based on job content, worker training needs were grouped into manageable training program units and sequenced on the basis of their training priority. The resulting 7 training program units were then analyzed in terms of how training could best be provided. The results of this analysis identified 54 tasks to be met through in-service training, 103 tasks to be met through on-the-job training, and 103 tasks to be met through a self-instructional mode. Finally, each unit was programmed over time in terms of training program development, planning, delivery, and evaluation. The result of these efforts is a composite, coordinated staff development training plan which can be implemented by DCW to upgrade the quality and quantity of training for juvenile service unit workers. Of course, successful implementation of the plan will depend largely on time, manpower and monetary constraints within the Department.

KENTUCKY DEPARTMENT OF CHILD WELFARE

Training Needs Assessment Inventory
For
Juvenile Services Unit

APPENDICES

Appendix A

PARTIAL TRAINING NEEDS ASSESSMENT INVENTORY

INTRODUCTION

The purpose of this project is to assess the training needs of the Juvenile Services Unit workers in order to develop a comprehensive, coordinated training program. To accomplish this purpose, a Training Needs Assessment Inventory has been developed based on a job analysis of the responsibilities of workers within the Juvenile Services Unit.

The Inventory itself consists of four sections. Section A (Background Information) contains a list of thirty questions designed to elicit specific information concerning the personal, educational, work and training history of Juvenile Services Unit workers. Section B (Delivery of Services) contains three categories: Category I, Protective Services; Category II, Services to Juveniles in the Community; and Category III, Services to Unmarried Mothers. This section is designed to (a) identify the tasks performed by Juvenile Services Unit workers, their importance, and additional training requirements, and (b) identify the types of training needed by new DCW employees. Section C (General Responsibilities) is a miscellaneous category. It is designed to identify the additional tasks performed by Juvenile Services Unit workers which have not been identified in the previous categories. Section D (Distribution of Time) is designed to indicate the percentage of time spent in each of the four following categories: Protective Services, Services to Juveniles in the Community, Services to Unmarried Mothers and General Responsibilities. Workers who also perform responsibilities outside of the Juvenile Services Unit will show this time allocation in Category V.

To assess the training needs inherent in the delivery of these services, each of the above categories has been examined individually to (a) determine the duties for which workers are responsible and (b) to ascertain the tasks the workers must perform in order to carry out these responsibilities in the delivery of services. It seems prudent at this point to emphasize that the scope of duties performed by workers has not been exhausted. Rather a framework has been developed that needs to be amplified by your (a) responding to the Inventory and (b) including all the tasks you perform that have not been identified. An integral part of this Inventory is the General Responsibilities category which identifies duty areas required to maintain a qualitative and professional program. This category contains those tasks which are essential and entailed in the delivery of all services.

Another section is included which is identified as Worker's Reaction. This section is designed to allow you to express your feelings about the Inventory. You may also request that your completed Inventory be returned to you by signing this section. No name is required unless you desire to have your copy returned to you.

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INSTRUCTIONS FOR COMPLETION OF INVENTORY

As indicated in the advance letter you received regarding this Inventory, individually you may not be required to complete this Inventory in its entirety. Therefore, you are asked to read these instructions carefully and complete the Inventory accordingly within ten days.

Everyone involved in the delivery of services in the Juvenile Services Unit should complete Section A - Background Information, immediately following these instructions; Section C - General Responsibilities and Section D - Distribution of Time.

Additionally, you are to complete those categories of Section B - Delivery of Services which pertain to your position.

Procedures for Responding to Service Categories

Each service category is subdivided into major duties entailed in the delivery of that particular service. Then each duty is analyzed according to the tasks a worker performs to accomplish this duty.

You are asked to indicate if you do perform each of the tasks identified in completing each duty by placing a check (✓) in the box to the left of each task and to respond to the five items specified at the top of the page for each task. It is important that you respond to all five items for each task you perform. Explicit instructions for completing each section are included in the respective section.

After you have responded to all the duties identified in each part of Section B for which you have responsibility, add any other tasks involved in the delivery of services in this category. Should you need more pages than have been included, use the reverse side of the pages in this section. For each service category in which you have responsibility, you are asked to view these independently and allocate the amount of time devoted to each duty area in the respective categories.

After you have completed the appropriate parts of Section B, proceed to Section C and complete in the same manner. If the tasks identified are performed by you, respond to all five items for each task. Add any other tasks performed by you that have not been identified and respond to them in the same manner. As indicated earlier, we anticipate your additions will provide a more complete and accurate determination of tasks involved in the delivery of services.

After you have completed Section B and Section C, review these to ascertain the amount of time you spend in the delivery of services in Section B and C. Then proceed to Section D - Distribution of Time and indicate the percentage of time you spend in the delivery of services in each of the four categories.

If you are presently assigned to a special project in which you are not involved in the delivery of services covered by this Inventory, you would only complete Section A - Background Information, Section C - General Responsibilities, and Section D - Distribution of Time. In Section D, your allocation of time would be distributed across Section C and Section D. You would specify the nature of your present assignment in Category V of Section D.

Procedures for Returning the Completed Inventory

After you have completed the Inventory proper, you are asked to express your feelings about the instrument and your involvement in completing it by responding to the Worker's Reaction section.

The completed Inventory is to be returned to Miss Betty Jean Murad, Assistant Training Specialist, Staff Development and Training Unit, in the return envelope received with the Inventory.

SECTION A

BACKGROUND INFORMATION

INSTRUCTIONS

FOR

BACKGROUND INFORMATION

The following 2 pages ask for information concerning the personal, educational, work, and training history of Juvenile Service Unit Workers.

Place your response in the boxes provided on the right-hand side of each question. You will note for some questions adequate boxes are provided for your response. The remaining questions ask you to select the appropriate number of the choices given and place the corresponding number in the box at the right. If our selection of choices does not include your response, you would respond to the choice "other" and then specify your response.

For example, I would answer question nine as follows:

9. What was your undergraduate major area of study? [6]
   1. Social Work
   2. Sociology
   3. Psychology
   4. Education
   5. Religion
   6. Other Home Econ. (specify)

For clarification, question 14 asks only for the time in your present position, while question 15 asks for your total Department of Child Welfare employment. If your responses to these two questions differ, question 16 asks for all your direct-service work.

For example, let us assume you have been a Juvenile Counselor II for the past year. However, you were employed by the Department 3 years ago as a secretary. After 6 months in that capacity you became an adoption worker until you moved into your present position.

Your response to question 14 would be 12 months, to question 15 would be 36 months, and to question 16 would be 30 months - the total amount of time you were employed in your present position and as an adoption worker.

After you have completed Section A, proceed to Section B, page 7, and respond to those categories of service in which you have responsibility.

SECTION A - BACKGROUND INFORMATION

Place your response in the boxes to the right of each question. Select appropriate responses from choices when given.

PERSONAL

1. What is your social security number? ☐☐☐-☐☐-☐☐☐☐

2. What is your age? ☐☐

3. What is your sex? ☐
   1. Female 2. Male

4. What is your marital status? ☐
   1. Single 2. Married 3. Other

5. What is your ethnic identity? ☐
   1. Black 2. White 3. Other

EDUCATION

6. What is the highest grade you completed in high school? ☐
   1. Freshman 4. Senior
   2. Sophomore 5. GED
   3. Junior

7. What is the highest year of college education you completed? ☐
   0. None 3. Junior
   1. Freshman 4. Senior
   2. Sophomore

8. What baccalaureate degree do you hold? ☐
   1. B.A. 2. B.S. 3. Other_____
   specify

9. What was your major area of study? ☐
   1. Social Work 4. Education
   2. Sociology 5. Religion
   3. Psychology 6. Other_____
   specify

10. How much graduate education have you completed? ☐
    0. None 3. More than 30 hrs., no degree
    1. Less than 15 hrs. 4. Master's degree
    2. 15-30 hrs. 5. Master's plus_____hrs.
    number

11. What was your graduate major area of study? ☐
    1. Social work 4. Education
    2. Sociology 5. Religion
    3. Psychology 6. Other _____
    specify

12. What is the highest graduate degree you hold? ☐
    1. M.A. 2. M.S. 3. M.S.W.
    4. Specialist Degree in _____
    specify
    5. Other_____
    specify

EXPERIENCE

13. What is your present position title? ☐☐
    01. SW I 08. SSA II
    02. SW II 09. SSA III
    03. SW III 10. JC I
    04. SW IV 11. JC II
    05. GSW I 12. JC III
    06. GSW II 13. JC IV
    07. GSW III 14. Other_____
    specify

14. How many months have you been employed in your present position title? ☐☐

15. How many months have you been employed by Department of Child Welfare? ☐☐☐

16. How many of your total months DCW employment were spent in direct-service work? ☐☐

17. Have you held any other full-time paid positions with the Department of Child Welfare? ☐
    0. No (if no, go to question 23)
    1. Yes (if yes, answer questions 18 through 22 as appropriate)

18. Was your prior DCW employment of a clerical/secretarial nature? ☐
    0. No 1. Yes _____
    functional title

19. How many months were you employed in a clerical/secretarial position? ☐

20. Was your prior DCW employment of a supervisory nature? ☐
    0. No 1. Yes_____
    functional title

21. How many months were you employed in a supervisory position? ☐☐

22. Was your prior DCW employment of a nature not covered by questions No. 18 and No. 20? ☐
    0. No 1. Yes_____
    functional title

23. Have you had previous social work or related experience that you consider of direct assistance in helping you perform your duties in your present position? ☐
    0. No 1. Yes (if yes, specify)_____

24. How many months previous social work or related experience have you had? ☐

SECTION B

CATEGORY I - PROTECTIVE SERVICES

INSTRUCTIONS

This part of the Inventory focuses on the delivery of protective services to abandoned, abused, dependent, neglected children and their families. The chart following these instructions presents an overview of duties involved in the delivery of these services. For sake of clarity, please note that specific duty areas on abuse and neglect situations have been identified; however, this category of services is not limited to those cases. It should also be noted this category of services encompasses protective services to all children and is not restricted to those committed to the Department of Child Welfare. Refer to this chart and determine whether you perform these duties in your job. If you are uncertain about performing a particular duty on the chart, flip through the proceeding pages and look at the activities or tasks listed under the duty. These tasks describe the duty and should enable you to reach a correct decision.

If you perform any one of the duties on the chart, then you are to respond to this part of the Inventory. If you don't, then you are to go to page 31 and make the same kind of decision on the delivery of services to juveniles in the community.

Procedures for Responding to Service Categories

STEP 1 Read the task and place a check ☑ in the box to the left of the task if you do this task in your job. If you don't perform this task, go through each of the remaining tasks until you find a task that you do perform in your job.

STEP 2 For only those tasks that you perform, circle how important the task is in performing your job. Use the five-point rating scale with "1" being "very important" and "5" being "very unimportant" to rate the task.

STEP 3 For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you would like (or would not like) to have additional training in performing this activity.

STEP 4 For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task upon entering the job.

STEP 5 For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task given on-the-job training.

STEP 6 For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees would (or would not) require formal in-service type training to perform this activity.

By was of illustration, let us assume you do perform some of the tasks identified within the protective services category. Your response to Duty Area 2, task 4, might be as follows:

	JOB REQUIREMENT ANALYSIS AND INDIVIDUAL TRAINING NEEDS ASSESSMENT			TRAINING NEEDS ASSESSMENT OF NEW DCW EMPLOYEES	
If You Do	IMPORTANCE 1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	ADDITIONAL TRAINING Would YOU like to have additional training in performing this activity?	ENTRY PERFORMANCE Do you think most new employees can perform this activity upon entering the job?	OJT Do you think most new employees can perform this activity given on-the-job training?	IN-SERVICE Do you think most new employees require formal in-service type training to perform this activity?
☑	① 2 3 4 5	Yes ☑ No ☐	Yes ☐ No ☑	Yes ☑ No ☐	Yes ☑ No ☐

DUTY: 2.0 CONDUCTS CHILD ABUSE INVESTIGATION.

Tasks:

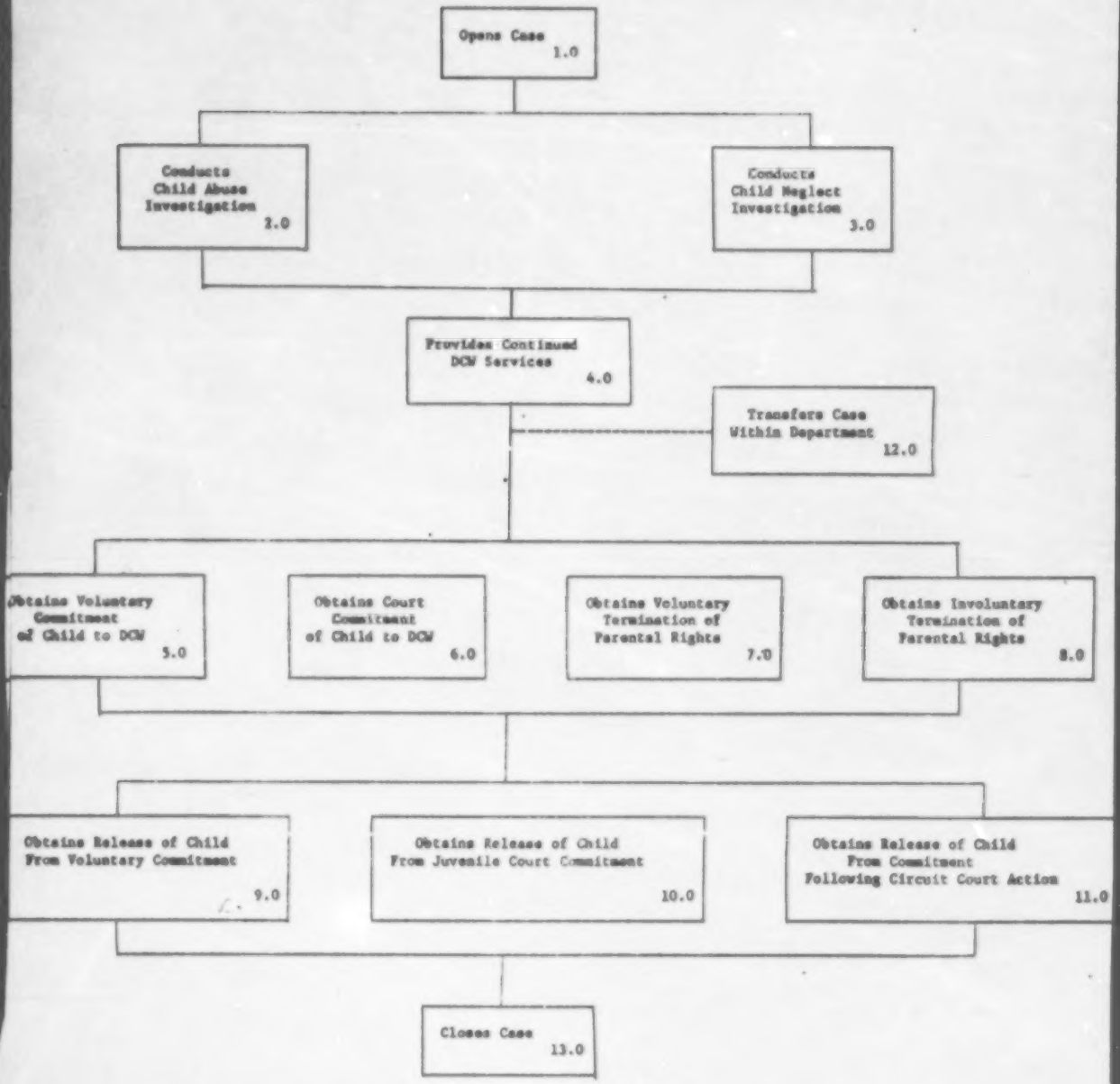
2.4 Makes unannounced visit to home where alleged child abuse has been reported.

You have (1) checked that you do perform the task, (2) rated the importance of this task, (3) expressed your need for additional training, (4) indicated a new employee would need to be trained for the performance of this task, (5) and (6) indicated that on-the-job training supplemented by in-service training of new employees would better enable them to perform this task.

After you have responded to each task in Part I, use the additional pages to add any tasks you perform that have not been identified. Respond to the five items across the page for each task you identify.

Following the tasks identified in this category, please show your distribution of time in providing Protective Services.

81 When Category I has been completed, go on to Category II - Services to Juveniles in the Community, page 31. 82



NOTE: This chart represents an overview of duties entailed in the delivery of protective services. It is not intended to reflect a sequential flow-chart of activities.

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 1.0 OPENS CASE.

Tasks:

1.1 Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.2 Checks files to determine whether there is a current or previous record.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.3 Adds case to case list.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.4 Prepares and distributes Notice to Central Office, form DCW-121.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.5 Prepares and distributes Face Sheet I & II, form DCW-183.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

DUTY: 2.0 CONDUCTS CHILD ABUSE INVESTIGATION.

Tasks:

2.1 Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.

84

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

85

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 13.0 CLOSES CASE.

Tasks:

13.4 Completes Notice of Case Activity, form DCW-130.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

13.5 Makes closing entry on case list.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

13.6 Files in closed cases.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

DUTY: PLEASE LIST ADDITIONAL TASKS PERFORMED BY YOU IN PROVIDING PROTECTIVE SERVICES.

Tasks:

1.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

2.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

3.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

SECTION B

CATEGORY I - PROTECTIVE SERVICES
"Distribution of Time"
Instructions

You are asked to show how your time is spent across the 13 duties in providing Protective Services. This distribution of time for this Category is to be treated as a separate entity with a base of 100%.

To complete the "Distribution of Time" spent in providing Protective Services, you are asked to follow the two (2) proceeding steps:

Step 1 .... Review each of the duties and tasks you perform as part of your job in providing Protective Services.

Step 2 .... Indicate the percentage of time you spend in performing each of the 13 duties.

NOTE: The total "Distribution of Time" Spent Must Equal 100%.

DISTRIBUTION OF TIME

DUTIES:

1.0	Opens Case	____%
2.0	Conducts Child Abuse Investigation	____%
3.0	Conducts Child Neglect Investigation	____%
4.0	Provide Continued DCW Services	____%
5.0	Obtains Voluntary Commitment of Child to DCW	____%
6.0	Obtains Court Commitment of Child to DCW	____%
7.0	Obtains Voluntary Termination of Parental Rights	____%
8.0	Obtains Involuntary Termination of Parental Rights	____%
9.0	Obtains Release of Child From Voluntary Commitment	____%
10.0	Obtains Release of Child From Juvenile Court Commitment	____%
11.0	Obtains Release of Child From Commitment Following Circuit Court Action	____%
12.0	Transfers Case Within Department	____%
13.0	Close Case	____%
		100%

SECTION B

CATEGORY II - SERVICES TO JUVENILES IN THE COMMUNITY

INSTRUCTIONS

This part of the Inventory focuses on the delivery of services to juveniles in the community. The chart following these instructions presents an overview of the duties involved in the delivery of these services. Refer to this chart and determine whether you perform these duties in your job. If you are uncertain about performing a particular duty on the chart, flip through the proceeding pages and look at the activities or tasks listed under the duty. These tasks describe the duty and should enable you to reach a correct decision.

If you perform any one of the duties on the chart, then you are to respond to this part of the Inventory. If you don't, then you are to go to page 61 and make the same kind of decision on the delivery of services to unmarried mothers.

Procedure for Responding to Service Categories

STEP 1 — Read the task and place a check ☑ in the box to the left of the task if you do this task in your job. If you don't perform this task, go through each of the remaining tasks until you find a task that you do perform in your job.

STEP 2 — For only those tasks that you perform, circle how important the task is in performing your job. Use the five-point rating scale with "1" being "very important" and "5" being "very unimportant" to rate the task.

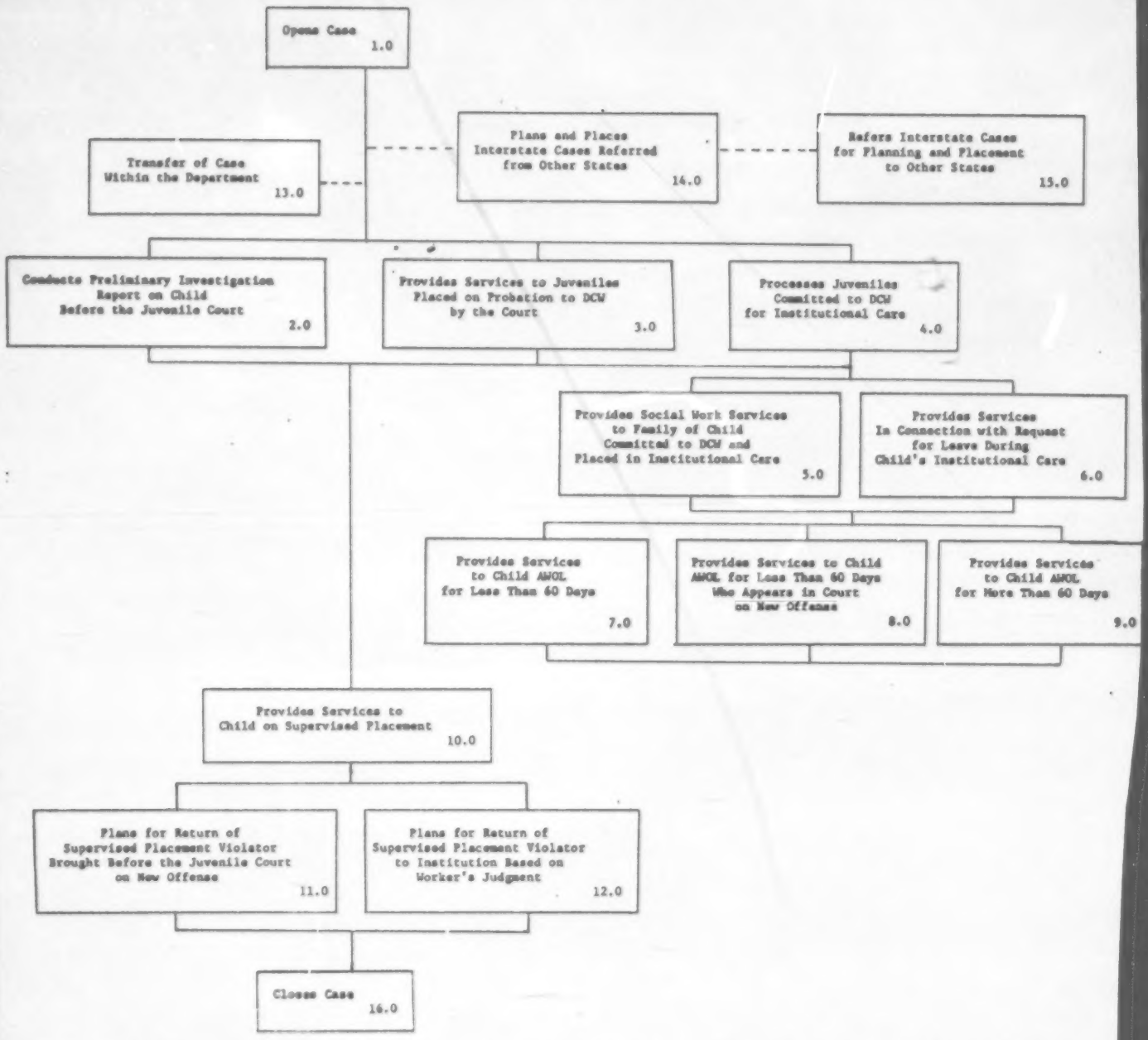
STEP 3 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you would like (or would not like) to have additional training in performing this activity.

STEP 4 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task upon entering the job.

STEP 5 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task given on-the-job training.

STEP 6 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees would (or would not) require formal in-service type training to perform this activity.

SERVICES TO JUVENILES IN THE COMMUNITY



NOTE: This chart represents an overview of duties entailed in the delivery of services to juveniles in the community. It is not intended to reflect a sequential flow-chart of activities.

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 1.0 OPENS CASE.

Tasks:

1.1 Receives request for services to juvenile in the community.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐

1.2 Checks files to determine whether there is a previous record on the child.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐

1.3 Adds child to case list.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐

1.4 Completes Notice to Central Office, form DCW-121.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐

1.5 Completes Face Sheet I & II, form DCW-183.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐

DUTY: 2.0 CONDUCTS PRELIMINARY INVESTIGATION REPORT ON CHILD BEFORE THE JUVENILE COURT AT THE REQUEST OF THE COURT.

Tasks:

92 2.1 Receives request from juvenile court to make Preliminary Investigation Report on child before the court.

☐ 1 2 3 4 5 Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ 93

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 16.0 CLOSES CASE (cont'd).

Tasks:

16.3 Prepares and submits Closing Summary.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

16.4 Completes and submits Notice of Case Activity, form DCW-130.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

16.5 Makes closing entry on case list.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

16.6 Files in closed files.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

DUTY: PLEASE LIST ADDITIONAL TASKS PERFORMED BY YOU IN PROVIDING SERVICES TO JUVENILES IN THE COMMUNITY.

Tasks:

1.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

2.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

SECTION B

CATEGORY II - SERVICES TO JUVENILES IN THE COMMUNITY
"Distribution of Time"
Instructions

You are asked to show how your time is spent across the 16 duties in providing Services to Juveniles in the Community. This distribution of time for this Category is to be treated as a separate entity with a base of 100%.

To complete the "Distribution of Time" spent in providing Services to Juveniles in the Community, you are asked to follow the two (2) proceeding steps:

Step 1 .... Review each of the duties and tasks you perform as part of your job in providing Services to Juveniles in the Community.

Step 2 .... Indicate the percentage of time you spend in performing each of the 13 duties.

NOTE: The total "Distribution of Time" Spent Must Equal 100%.

DISTRIBUTION OF TIME

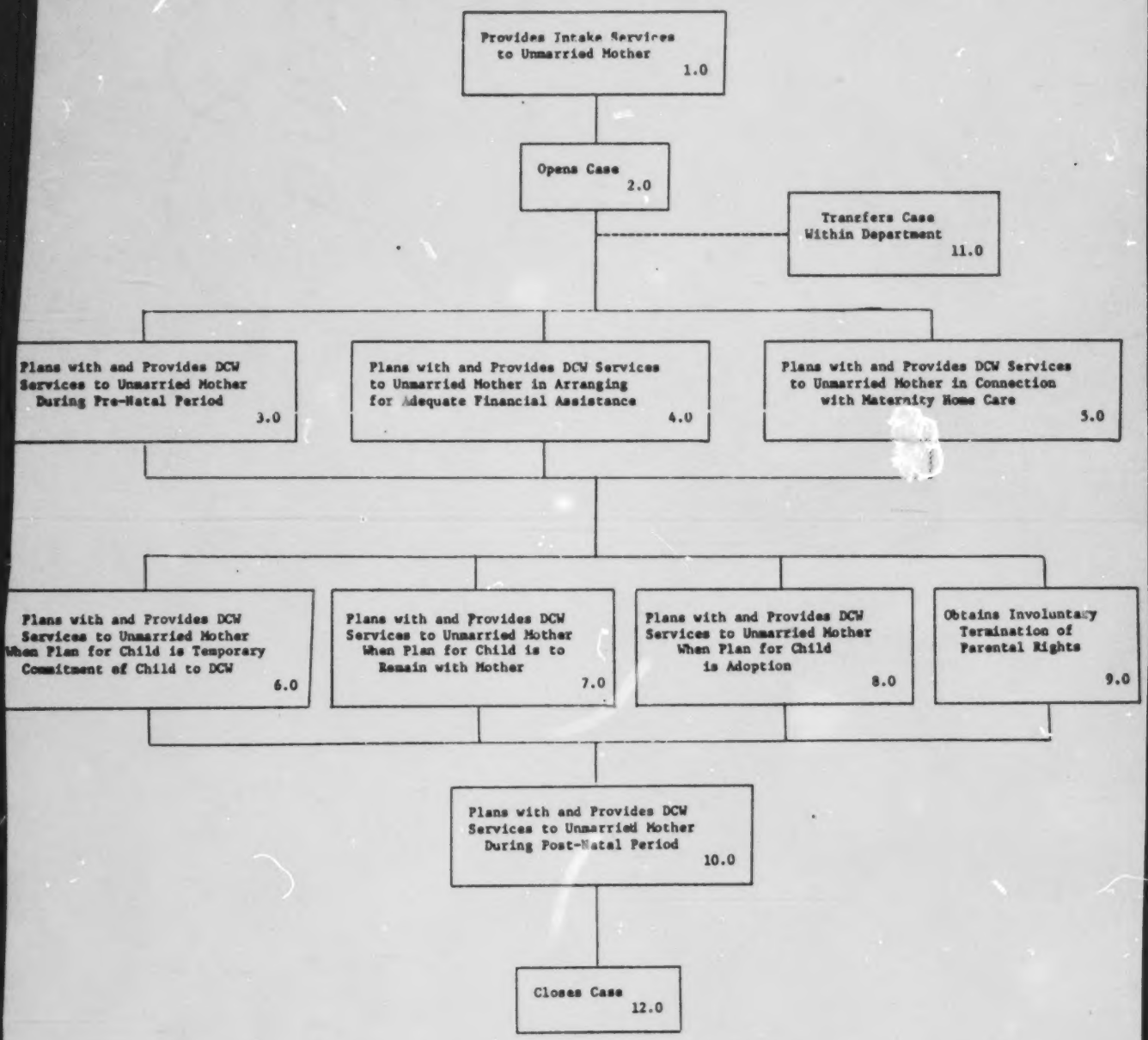
DUTIES:

1.0	Opens Case	____%
2.0	Conducts Preliminary Investigation Report on Child Before the Juvenile Court at the Request of the Court	____%
3.0	Provides Services to Juveniles Placed on Probation to DCW by the Court	____%
4.0	Processes Juveniles Committed to DCW for Institutional Care	____%
5.0	Provides Social Work Services to Family of Child Committed to DCW and Placed in Institutional Care	____%
6.0	Provides Services in Connection with Request for leave during Child's Institutional Care	____%
7.0	Provides Services to Child Absent without Authorized Leave (AWOL) for less than 60 Days during the Period of Institutional Care	____%
8.0	Provides Services to Child Absent without Authorized Leave (AWOL) for less than 60 days during Institutional Care who Appears in Court on New Offense	____%
9.0	Provides Services to Child Absent without Authorized Leave (AWOL) for more than 60 days from Institutional Care	____%
10.0	Provides Services to Child on Supervised Placement in Community	____%

SECTION B

CATEGORY III - SERVICES TO UNMARRIED MOTHERS

SERVICES TO UNMARRIED MOTHERS


Provides Intake Services to Unmarried Mother 1.0
Opens Case 2.0
Transfers Case Within Department 11.0
Plans with and Provides DCW Services to Unmarried Mother During Pre-Natal Period 3.0
Plans with and Provides DCW Services to Unmarried Mother in Arranging for Adequate Financial Assistance 4.0
Plans with and Provides DCW Services to Unmarried Mother in Connection with Maternity Home Care 5.0
Plans with and Provides DCW Services to Unmarried Mother When Plan for Child is Temporary Commitment of Child to DCW 6.0
Plans with and Provides DCW Services to Unmarried Mother When Plan for Child is to Remain with Mother 7.0
Plans with and Provides DCW Services to Unmarried Mother When Plan for Child is Adoption 8.0
Obtains Involuntary Termination of Parental Rights 9.0
Plans with and Provides DCW Services to Unmarried Mother During Post-Natal Period 10.0
Closes Case 12.0

NOTE: This chart represents an overview of duties entailed in the delivery of services to unmarried mothers. It is not intended to reflect a sequential flow-chart of activities.

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE 1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	ADDITIONAL TRAINING Would YOU like to have additional training in performing this activity?	ENTRY PERFORMANCE Do you think most new employees can perform this activity upon entering the job?	OJT Do you think most new employees can perform this activity given on-the-job training?	IN-SERVICE Do you think most new employees require formal in-service type training to perform this activity?

DUTY:

1.0 PROVIDES INTAKE SERVICES TO UNMARRIED MOTHER.

Tasks:

1.1 Receives request for services to unmarried mother.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

1.2 Obtains specific information regarding situation and concern of unmarried mother.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

1.3 Refers unmarried mother to M.D. if pregnancy has not been established by M.D.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

1.4 Provides information regarding DCW services available.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

1.5 Evaluates with unmarried mother areas of need and availability of DCW services.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

1.6 Establishes with unmarried mother conditions for continuing services.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

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1.7 Refers unmarried mother to other agency for services.

	1 2 3 4 5	Yes	No	Yes	No	Yes	No	Yes	No

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JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 12.0 CLOSES CASE.

Tasks:

12.1 Conducts termination interview with unmarried mother.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

12.2 Completes all recordings regarding unmarried mother's case.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

12.3 Prepares and submits Closing Summary on unmarried mother.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

12.4 Completes Notice of Case Activity, form DCW-130, to close case on unmarried mother.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

12.5 Makes closing entry on case list.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

12.6 Files in closed cases.

☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

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Go to next page and add additional tasks you perform which have not been identified.

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☐ 1 2 3 4 5 | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐ | Yes ☐ | No ☐

SECTION B

CATEGORY III - SERVICES TO UNMARRIED MOTHERS
"Distribution of Time"
Instructions

You are asked to show how your time is spent across the 12 duties in providing Services to Unmarried Mothers. This distribution of time for this Category is to be treated as a separate entity with a base of 100%.

To complete the "Distribution of Time" spent in providing Services to Unmarried Mothers, you are asked to follow the two (2) proceeding steps:

Step 1 .... Review each of the duties and tasks you perform as part of your job in providing Services to Unmarried Mothers.

Step 2 .... Indicate the percentage of time you spend in performing each of the 13 duties.

NOTE: The total "Distribution of Time" Spent Must Equal 100%.

DISTRIBUTION OF TIME

DUTIES:

1.0	Provides Intake Services to Unmarried Mother	____%
2.0	Opens Case	____%
3.0	Plans with and Provides DCW Services to Unmarried Mother During Pre-Natal Period	____%
4.0	Plans with and Provides DCW Services to Unmarried Mother in Arranging for Adequate Financial Assistance	____%
5.0	Plans with and Provides DCW Services to Unmarried Mother in Connection with Maternity Home Care	____%
6.0	Plans with and Provides DCW Services to Unmarried Mother when Plan for Child is Temporary Commitment of Child to DCW	____%
7.0	Plans with and Provides DCW Services to Unmarried Mother when Plan for Child is to Remain with Mother	____%
8.0	Plans with and Provides DCW Services to Unmarried Mother when Plan for Child is Adoption	____%
9.0	Obtains Involuntary Termination of Parental Rights	____%
10.0	Plans with and Provides DCW Services to Unmarried Mother During Post-Natal Period	____%
11.0	Transfers Case Within Department	____%
12.0	Closes Case	____%
		100%

SECTION C

GENERAL RESPONSIBILITIES

INSTRUCTIONS

This section of the Inventory focuses on those tasks that are not specific to the delivery of service in any one category, but rather permeate the entirety of your position.

In an effort to get at these essential, but nonetheless time-consuming, tasks that have not been identified in the previous sections of the Inventory, we have identified duty areas that contribute toward maintaining a qualitative and professional program. These duty areas are meant to identify the many job-related tasks you are called upon to perform as a DCW Juvenile Services Unit Worker. We readily recognize we may not have identified all the tasks which you perform in your job. Therefore, any and all additions to this portion of the Inventory that you can identify will more clearly and accurately reflect your job responsibilities.

Everyone is expected to complete this section of the Inventory following the procedure outlined below. You are to respond to the tasks you add as well as those identified.

Procedure for Responding

STEP 1 — Read the task and place a check ☑ in the box to the left of the task if you do this task in your job. If you don't perform this task, go through each of the remaining tasks until you find a task that you do perform in your job.

STEP 2 — For only those tasks that you perform, circle how important the task is in performing your job. Use the five-point rating scale with "1" being "very important" and "5" being "very unimportant" to rate the task.

STEP 3 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you would like (or would not like) to have additional training in performing this activity.

STEP 4 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task upon entering the job.

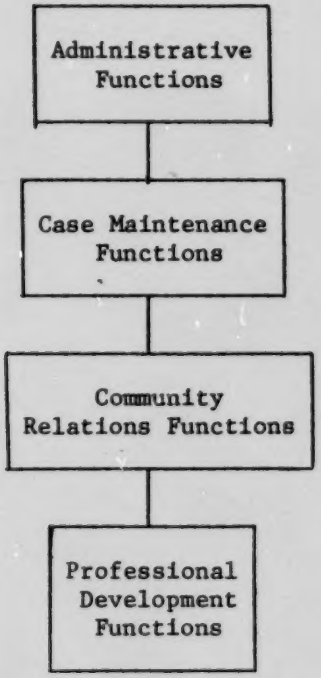
STEP 5 — For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees could (or could not) perform this task given on-the-job training.

STEP 6 For only those tasks that you perform, check ☑ the appropriate "Yes" or "No" box if you think most new employees would (or would not) require formal in-service type training to perform this activity.

Following the tasks identified in this category, please show your distribution of time in performing these General Responsibilities.

The duty areas identified are illustrated by the following overview.

GENERAL RESPONSIBILITIES



After you have completed this section of the Inventory, go on to Section D - Distribution of Time, page 94.

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 1.0 PERFORMS ADMINISTRATIVE FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.

Tasks:

1.1 Prepares correspondence in connection with cases and DCW operation.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.2 Completes and submits Travel Expense Voucher, form AP-6 and Monthly Travel Report, form DCW-35.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.3 Completes and submits to supervisor Request for Approval of Homemaker Service, form DCW-127, with covering memorandum when homemaker service is needed.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.4 Approves Time Sheet for Homemaker, form DCW-131, and forwards to supervisor.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.5 Completes and submits to supervisor Statement of Homemaker Service, form DCW-126, and Receiving Report - Cash Imprest Voucher, form DCW-110, for approval.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.6 Collects data and prepares statistical reports.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

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Go to Duty #2 on next page.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

JOB REQUIREMENT ANALYSIS AND
INDIVIDUAL TRAINING NEEDS ASSESSMENT

TRAINING NEEDS ASSESSMENT
OF NEW DCW EMPLOYEES

If You Do	IMPORTANCE	ADDITIONAL TRAINING	ENTRY PERFORMANCE	OJT	IN-SERVICE
	1. Very Important 2. Slightly Important 3. Average Importance 4. Slightly Unimportant 5. Very Unimportant	Would YOU like to have additional training in performing this activity?	Do you think most new employees can perform this activity upon entering the job?	Do you think most new employees can perform this activity given on-the-job training?	Do you think most new employees require formal in-service type training to perform this activity?

DUTY: 4.0 PERFORMS PROFESSIONAL DEVELOPMENT FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.

Tasks:

4.3 Participates in workshops and training sessions.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

4.4 Participates in committee assignments.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

ADDITIONAL TASKS IDENTIFIED BY YOU.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

1.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

2.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

3.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

4.

☐ 1 2 3 4 5 — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐ — Yes ☐ No ☐

SECTION C

GENERAL RESPONSIBILITIES
"Distribution of Time"
Instructions

You are asked to show how your time is spent across the four duty areas in carrying out these General Responsibilities. This distribution of time for this Category is to be treated as a separate entity with a base of 100%.

To complete the "Distribution of Time" spent in carrying out these General Responsibilities, you are asked to follow the two (2) proceeding steps:

Step 1 ..... Review each of the duties and tasks you perform as part of your job.

Step 2 ..... Indicate the percentage of time you spend in performing each of the four duties.

NOTE: The total "Distribution of Time" spent MUST equal 100%.

DISTRIBUTION OF TIME

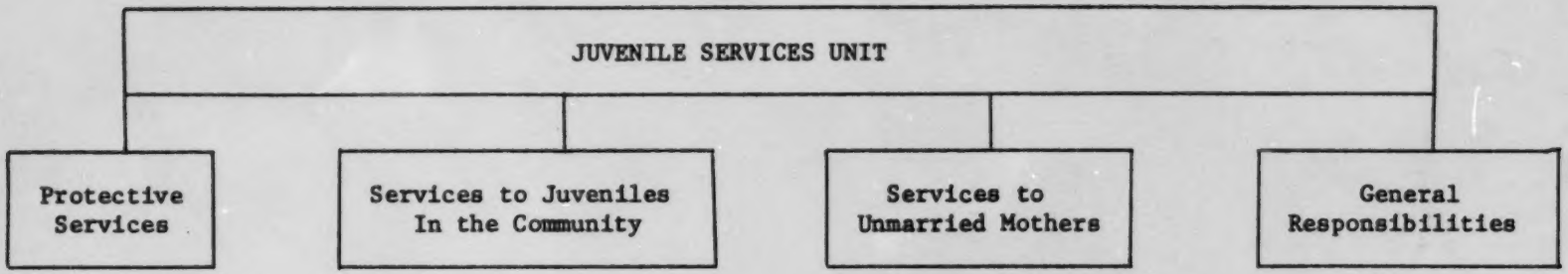
DUTIES:

1.0	Performs Administrative Functions Required to Maintain A Qualitative and Professional Program.	____%
2.0	Performs Case Maintenance Functions Required to Maintain A Qualitative and Professional Program.	____%
3.0	Performs Community Relations Functions Required to Maintain A Qualitative and Professional Program	____%
4.0	Performs Professional Development Functions Required to Maintain A Qualitative and Professional Program.	____%
		100%

SECTION D

DISTRIBUTION OF TIME

DISTRIBUTION OF TIME



Instructions

To complete the "Distribution of Time" spent in the performance of your job in each of the following categories, you are asked to follow the two (2) proceeding steps:

STEP 1 — Review the chart(s) presenting an overview of each of the duties in each category of service which you completed.

STEP 2 — Indicate the percentage of time you spent in each of the four categories of Juvenile Services Unit. If you carry responsibility outside the Juvenile Services Unit this would be shown in Category V.

NOTE: The Total Percentage of Time Spent Must Equal 100%.

DISTRIBUTION OF TIME

CATEGORIES

I. Protective Services _____%

II. Services to Juveniles in the Community _____%

III. Services to Unmarried Mothers _____%

IV. General Responsibilities _____%

V. Responsibilities Outside Juvenile Services Unit (Child Care, Homemaker, Special Project, etc.) specify_____ _____%

100%

WORKER'S REACTION

WORKER'S REACTION

You have completed the Inventory proper and we do appreciate your time and sincere effort to this end. As we indicated earlier, results of this Inventory will be provided to all those participating in this project.

We are asking that you take a few additional moments to let us know your feelings about the Inventory and your involvement in completing it by responding to the following questions.

Select your response from the choices given and place the appropriate number in the boxes provided on the right hand side of the page.

1. Where did you complete this Inventory? ☐
   1. Office 2. Home 3. Other_____
   specify

2. How long did it actually take you to complete this Inventory? ☐
   1. One to two hours 2. Two to three hours
   3. More than three hours_____
   specify

3. Were you able to complete all of it at one time? ☐
   0. No 1. Yes
   If no, what number of times were required_____

4. Did the tasks as identified adequately describe those performed by you in carrying out your job responsibilities? ☐
   0. No 1. Yes

5. Did you find the terminology used in this Inventory clear? ☐
   0. No 1. Yes
   If no, give examples. _____

6. Was the format of this Inventory easy to follow? ☐
   0. No 1. Yes

Appendix B

WORKER REACTION DATA
TO
TRAINING NEEDS ASSESSMENT INVENTORY QUESTIONNAIRE

Table B-1

Distribution of Worker Reaction Responses
(Number and Percent[a])

Item Number	Question	Response	
		Number	Percent
1.	Where did you complete this Inventory?		
	a. Office	90	63
	b. Home	30	21
	c. Other	22	16
1.c	Other (Specify).		
	(1) Combination of a and b	17	12
	(2) Combination of a, b, c, etc.	5	4
2.	How long did it actually take you to complete this Inventory?		
	a. One to two hours	42	30
	b. Two to three hours	69	49
	c. More than three hours	31	21
2.c	More than three hours (Specify).		
	(1) 3.5 hours	6	19
	(2) 4.0 to 4.5 hours	8	26
	(3) 5.0 hours	3	10
	(4) 6.0 hours	5	16
	(5) Not specified	9	29
3.	Were you able to complete all of it at one time?		
	a. No	107	75
	b. Yes	35	25
3.a	If No, what number of times were required?		
	(1) Two times	32	30
	(2) Three times	39	36
	(3) Four times	16	15
	(4) Five times	5	5
	(5) Not specified	15	14

Item Number	Question	Response	
		Number	Percent
4.	Did the tasks as identified adequately describe those performed by you in carrying out your job responsibilities?		
	a. No	26	18
	b. Yes	116	82
5.	Did you find the terminology used in this Inventory clear?		
	a. No	12	8
	b. Yes	129	91
	c. No response	1	1
5.a	If No, give examples		
	(1) Importance rating block	2	17
	(2) OJT and Entry rating blocks	2	17
	(3) OJT and In-Service rating blocks	1	8
	(4) Entry, OJT and In-Service rating blocks	1	8
	(5) Not specified	6	50
6.	Was the format of this Inventory easy to follow?		
	a. No	13	9
	b. Yes	129	91
7.	Were the instructions for completing this Inventory clear and adequate?		
	a. No	10	7
	b. Yes	129	91
	c. No response	3	2
7.a	If No, what would you change?		
	(1) Entry, OJT, In-Service, and Additional Training blocks	3	30
	(2) Instructions	2	20
	(3) Add block to identify tasks responsible for but not performed	1	10
	(4) "Go to Duty #5, next page"	1	10
	(5) Everything	1	10
	(6) Not specified	2	20

Item Number	Question	Response	
		Number	Percent
8.	Did you find completing this Inventory helpful to you?		
	a. No	71	50
	b. Yes	70	49
	c. No response	1	1
8.b	If Yes, please specify.		
	(1) Time perspective	5	*
	(2) Perspective and job awareness	25	
	(3) Job organization	13	
	(4) Miscellaneous	28	
	(5) Not specified	28	
9.	Do you have expectations as a result of your completing this Inventory?		
	a. No	66	47
	b. Yes	70	49
	c. No response	6	4
9.b	If Yes, please specify.		
	(1) Additional training	52	74
	(2) Miscellaneous	14	20
	(3) Not specified	4	6
10.	What recommendations would you make for future use of the Inventory Method to obtain worker input concerning workers' activities?		
	a. Nothing	59	*
	b. Different rating dimensions	35	
	c. Shorter	9	
	d. Less detail	8	
	e. Different format	8	
	f. Miscellaneous	10	
11.	Give your general reaction to your completion and use of this Inventory (Comments).		
	a. Nothing	33	*
	b. Useful	42	
	c. Too repetitive	21	
	d. Too time consuming	20	
	e. Too complicated - confusing	20	
	f. Possibly worthwhile	18	
	g. Waste of time	6	
	h. Miscellaneous	22	

Item Number	Question	Response	
		Number	Percent
12.	Would like to have Inventory returned after results have been compiled.		
	a. Yes	81	55
	b. No	65	45

[a]Percentages have been rounded to the nearest tenth.

*Percentages are not applicable because a respondent's comments may have fallen in more than one category.

Appendix C

BACKGROUND INFORMATION

TABLE C-1

Number and Percentage[a] of Juvenile Service Unit Workers (Respondents) by Title and Job Level

Title	Job Level						Total	
	I		II		III			
	N	%	N	%	N	%	N	%
Graduate Social Worker (GSW)	1	33.3	1	33.3	1	33.3	3	2.0
Social Worker (SW)[b]	66	71.0	23	24.7	4	4.3	93	63.7
Social Service Aide (SSA)	0	0.0	3	37.5	5	62.5	8	5.5
Juvenile Counselor (JC)	31	73.8	8	19.0	3	7.1	42	28.8
Total	98	44.6	35	28.6	13	26.8	146	100.0

[a]Percentages have been rounded to the nearest tenth.

[b]Includes Vocational Teacher III and Case Aide.

TABLE C-2

Personal and Educational Experience of Juvenile Service Unit Workers (Respondents) by Job Position (Number and Percent[a])

Data	Job Position								Total	
	GSW		SW[b]		SSA		JC			
	N	%	N	%	N	%	N	%	N	%
Age										
Under 21	0		0		0		0		0	
21 to 25	1	33.3	49	52.7	4	50.0	25	59.5	79	54.1
26 to 35	2	66.7	29	31.2	3	37.5	14	33.3	48	32.9
36 to 50	0		11	11.8	1	12.5	2	4.8	14	9.6
51 to 60	0		2	2.2	0		1	2.4	3	2.1
Over 60	0		2	2.2	0		0		2	1.4
Sex										
Female	1	33.3	50	53.8	4	50.0	12	28.6	67	45.9
Male	2	66.7	43	46.2	4	50.0	30	71.4	79	54.1
Marital Status										
Single	1	33.3	21	22.6	1	12.5	10	23.8	33	22.6
Married	2	66.7	69	74.2	7	87.5	30	71.4	108	74.0
Other	0		3	3.2	0		2	4.8	5	3.4
Ethnic Identity										
Black	0		3	3.2	2	25.0	1	2.4	6	4.1
White	2	66.7	90	96.8	6	75.0	40	95.2	138	94.5
Other	1	33.3	0		0		0		1	.7
No response	0		0		0		1	2.4	1	.7
Education (High School)										
Freshman	0		0		0		0		0	
Sophomore	0		0		0		0		0	
Junior	0		0		0		0		0	
Senior	3	100.0	91	97.8	6	75.0	40	95.2	140	95.9
GED	0		2	2.2	2	25.0	2	4.8	6	4.1
Education (College)										
None	0		1	1.1	4	50.0	0		5	3.4
Freshman	0		0		1	12.5	0		1	.7
Sophomore	0		0		0		0		0	
Junior	0		0		1	12.5	0		1	.7
Senior	3	100.0	92	98.9	2	25.0	42	100.0	139	95.2

Data	Job Position								Total	
	GSW		SW[b]		SSA		JC			
	N	%	N	%	N	%	N	%	N	%
Degree										
B.A.	2	66.7	61	65.6	0		30	71.4	93	63.7
B.S.	1	33.3	30	32.3	0		10	23.8	41	28.1
Other	0		1	1.1	0		2	4.8	3	2.1
No response	0		0		2	25.0	0		2	1.4
Not applicable	0		1	1.1	6	75.0	0		7	4.8
Major Area of Undergraduate Study										
Social Work	0		9	9.7	0		2	4.8	11	7.5
Sociology	1	33.3	22	23.7	0		10	23.8	33	22.6
Psychology	0		9	9.7	0		8	19.0	17	11.6
Education	0		6	6.5	0		3	7.1	9	6.2
Religion	0		7	7.5	0		2	4.8	9	6.2
Other	2	66.7	39	41.9	4	50.0	17	40.5	62	42.5
Not applicable	0		1	1.1	4	50.0	0		5	3.4
Graduate Education Completed										
None	0		61	65.6	0		27	64.3	88	60.3
Less than 15	0		16	17.2	0		4	9.5	20	13.7
15 to 30	0		6	6.5	0		5	11.9	11	7.5
More 30 - No Degree	0		3	3.2	0		2	4.8	5	3.4
Master's Degree	3	100.0	4	4.3	0		3	7.1	10	6.8
Master's Plus	0		1	1.1	0		1	2.4	2	1.4
No response	0		1	1.1	0		0		1	.7
Not applicable	0		1	1.1	8	100.0	0		9	6.2
Major Area of Graduate Study										
Not applicable	0		62	66.7	8	100.0	27	64.3	97	66.4
Social Work	3	100.0	7	7.5	0		2	4.8	12	8.2
Sociology	0		2	2.2	0		0		2	1.4
Psychology	0		2	2.2	0		1	2.4	3	2.1
Education	0		5	5.4	0		2	4.8	7	4.8
Religion	0		1	1.1	0		4	9.5	5	3.4
Other	0		8	8.6	0		5	11.9	13	8.9
No response	0		3	3.2	0		0		3	2.1
Unknown	0		3	3.2	0		1	2.4	4	2.7
Type of Degree Held by Master's Degree Recipients										
M.A.	0		2	33.3	0		0		2	15.4
M.S.	0		3	50.0	0		1	25.0	4	30.8
M.S.W.	3	100.0	0		0		0		3	23.1
Specialist Degree	0		1	16.7	0		1	25.0	2	15.4
Other	0		0		0		2	50.0	2	15.4

[a]Percentages have been rounded to the nearest tenth.

[b]Includes Vocational Teacher III and Case Aide.

TABLE C-3

Job Experience of Juvenile Service Unit Workers (Respondents) by Job Position (Number and Percent[a])

Data	Job Position								Total	
	GSW		SW[b]		SSA		JC			
	N	%	N	%	N	%	N	%	N	%
Months in Present Job Position										
12 or Less	2	66.7	59	63.4	5	62.5	27	64.3	93	63.7
13 to 36	1	33.3	27	29.0	3	37.5	13	31.0	44	30.1
37 to 60	0		7	7.5	0		2	4.8	9	6.2
Months Employed by DCW										
12 or Less	1	33.3	48	51.6	4	50.0	24	57.1	77	52.7
13 to 36	0		32	34.4	1	12.5	16	38.1	49	33.6
37 to 60	1	33.3	4	4.3	0		1	2.4	6	4.1
Over 60	1	33.3	9	9.7	3	37.5	1	2.4	14	9.6
Total Months Spent in Direct-Service Work										
12 or Less	1	33.3	43	46.2	4	50.0	19	45.2	67	45.9
13 to 36	1	33.3	29	31.2	3	37.5	14	33.3	47	32.2
37 to 60	0		5	5.4	1	12.5	1	2.4	7	4.8
Over 60	1	33.3	8	8.6	0		1	2.4	10	6.8
No response	0		1	1.1	0		0		1	.7
Unknown	0		7	7.5	0		7	16.7	14	9.6
Held Other Paid DCW Positions Full-Time										
No	2	66.7	87	93.5	4	50.0	38	90.5	131	89.7
Yes	1	33.3	6	6.5	4	50.0	4	9.5	15	10.3
Held Prior Clerical/ Secretarial Position										
No	1	100.0	5	83.3	2	50.0	4	100.0	12	80.0
Yes	0		1	16.7	2	50.0	0		3	20.0
Months Employed in Clerical/ Secretarial Position										
Not applicable	1	100.0	5	83.3	2	50.0	4	100.0	12	80.0
6 months	0		1	16.7	0		0		1	6.7
47 months	0		0		1	25.0	0		1	6.7
55 months	0		0		1	25.0	0		1	6.7

Data	Job Position								Total	
	GSW		SW[b]		SSA		JC			
	N	%	N	%	N	%	N	%	N	%
Held Prior Supervisory Position in DCW										
No	0		5	83.3	3	75.0	4	100.0	12	80.0
Yes	1	100.0	1	16.7	1	25.0	0		3	20.0
Months Employed in Supervisory Position										
8 months	1	100.0	0		0		0		1	6.7
12 months	0		0		1	25.0	0		1	6.7
60 months	0		1	16.7	0		0		1	6.7
Not applicable	0		5	83.3	3	75.0	4	100.0	12	79.9
Held DCW Positions Not Covered Above										
No	1	100.0	2	33.3	3	75.0	0		6	40.0
Yes	0		4	66.7	1	25.0	4	100.0	9	60.0
Had Social Work Experience Directly Related to Present Position										
No	1	33.3	38	40.9	5	62.5	13	31.0	57	39.0
Yes	2	66.7	55	59.1	3	37.5	28	66.7	88	60.3
No response	0		0		0		1	2.4	1	.7
Months of Previous Directly Related Social Work Experience										
12 or Less	2	100.0	22	40.0	1	33.3	15	38.5	40	40.4
13 to 36	0		17	30.9	0		19	48.7	26	26.3
37 to 60	0		5	9.1	2	66.7	2	5.1	9	9.1
Over 60	0		11	20.0	0		2	5.1	13	13.1
No response	0		0		0		1	2.6	1	1.0

[a]Percentages have been rounded to the nearest tenth.

[b]Includes Vocational Teacher III and Case Aide.

TABLE C-4

Professional Membership in Organizations and Training of Juvenile Service Unit Workers (Respondents) by Job Position (Number and Percent[a])

Data	Job Position								Total	
	GSW		SW[b]		SSA		JC			
	N	%	N	%	N	%	N	%	N	%
Membership										
Kentucky Welfare Association										
No	2	66.7	81	87.1	7	87.5	38	90.5	128	87.7
Yes	1	33.3	12	12.9	1	12.5	4	9.5	18	12.3
National Association of Social Workers										
No	3	100.0	92	98.9	8	100.0	41	97.6	144	98.6
Yes	0		1	1.1	0		1	2.4	2	1.4
American Public Welfare Association										
No	3	100.0	93	100.0	8	100.0	42	100.0	146	100.0
Yes	0		0		0		0		0	
Other Professional Organizations										
No	3	100.0	86	92.5	7	87.5	39	92.9	135	92.5
Yes	0		7	7.5	1	12.5	3	7.1	11	7.5
Civic Community Organizations										
No	3	100.0	63	67.7	4	50.0	25	59.5	95	65.1
Yes	0		23	24.7	4	50.0	10	23.8	37	25.3
Not applicable	0		7	7.5	0		7	16.7	14	9.6
Training										
Received DCW Training Relevant to Job Responsibilities										
No	1	33.3	10	10.8	1	12.5	3	7.1	15	10.3
Yes	2	66.7	81	87.1	7	87.5	38	90.5	128	87.7
No response	0		1	1.1	0		0		1	.7
Unknown	0		1	1.1	0		1	2.4	2	1.4

[a] Percentages have been rounded to the nearest tenth.

[b] Includes Vocational Teacher III and Case Aide.

Appendix D

JUVENILE SERVICE UNIT WORKER JOB DESCRIPTION INFORMATION

Protective Services
(Category I)

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 1.0 OPENS CASE.

Task 1.1 Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.

Importance	1.3	1.2	1.3
Performance	83	81	83
Additional Training	52	61	55
Entry Performance	48	35	42
OJT	100	94	98
In-Service	35	50	41

Task 1.2 Checks files to determine whether there is a current or previous record.

Importance	1.7	1.9	1.8
Performance	76	83	79
Additional Training	7	6	7
Entry Performance	85	89	85
OJT	93	97	94
In-Service	7	6	7

Task 1.3 Adds case to case list.

Importance	2.3	1.9	2.1
Performance	70	74	70
Additional Training	11	10	10
Entry Performance	72	61	67
OJT	95	97	96
In-Service	14	26	19

Task 1.4 Prepares and distributes Notice to Central Office, form DCW-121.

Importance	2.2	1.7	2.0
Performance	72	64	71
Additional Training	4	0	3
Entry Performance	67	59	64
OJT	97	100	98
In-Service	10	15	12

Task 1.5 Prepares and distributes Face Sheet I & II, form DCW-183.

Importance	1.1	1.6	1.8
Performance	77	79	79
Additional Training	11	3	8
Entry Performance	56	48	53
OJT	97	100	98
In-Service	17	21	17

*Includes Vocational Teacher III and Case Aide.

**Includes Graduate Social Worker (N=3) and Social Service Aide (N=8) respondents.

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS CHILD ABUSE INVESTIGATION.

Task 2.1 Receives Report of Suspected Child Abuse, form DCW-115, from Central Offic

Importance	1.4	1.2	1.3
Performance	49	43	49
Additional Training	47	50	49
Entry Performance	36	44	35
OJT	89	89	89
In-Service	38	50	43

Task 2.2 Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.

Importance	1.5	1.4	1.4
Performance	52	50	52
Additional Training	44	52	45
Entry Performance	35	24	29
OJT	96	95	95
In-Service	40	48	43

Task 2.3 Interprets agency function in alleged child abuse cases to referral source.

Importance	1.5	1.3	1.4
Performance	60	55	59
Additional Training	52	65	55
Entry Performance	9	13	9
OJT	88	83	85
In-Service	57	61	59

Task 2.4 Makes unannounced visit to home where alleged child abuse has been reported.

Importance	1.3	1.2	1.3
Performance	65	57	64
Additional Training	73	92	78
Entry Performance	18	8	15
OJT	82	83	76
In-Service	70	79	72

Task 2.5 Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.

Importance	1.3	1.2	1.2
Performance	43	38	42
Additional Training	48	56	50
Entry Performance	13	19	13
OJT	98	81	90
In-Service	50	69	56

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS CHILD ABUSE INVESTIGATION (cont'd).

Task 2.6 Provides necessary protective services to child alleged to be abused.

Importance	1.1	1.0	1.0
Performance	61	55	59
Additional Training	81	83	79
Entry Performance	12	9	12
OJT	77	70	74
In-Service	79	70	77

Task 2.7 Conducts interview with parent(s) or guardian or other persons suspected of child abuse.

Importance	1.1	1.1	1.1
Performance	62	55	61
Additional Training	86	83	84
Entry Performance	10	9	9
OJT	78	78	76
In-Service	79	74	78

Task 2.8 Conducts interview with child alleged as being abused.

Importance	1.1	1.1	1.1
Performance	57	52	57
Additional Training	75	86	77
Entry Performance	13	23	17
OJT	83	82	81
In-Service	74	59	70

Task 2.9 Conducts interview with other sources as indicated by nature of alleged child abuse situation.

Importance	1.5	1.3	1.4
Performance	58	52	57
Additional Training	56	59	55
Entry Performance	20	27	23
OJT	93	86	89
In-Service	50	59	55

Task 2.10 Gathers factual information which documents dates, times, and occurrences of alleged child abuse.

Importance	1.3	1.2	1.2
Performance	57	50	55
Additional Training	49	67	54
Entry Performance	28	19	26
OJT	98	81	91
In-Service	47	62	53

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS CHILD ABUSE INVESTIGATION (cont'd).

Task 2.11 Reports information gathered in relation to alleged child abuse case as a witness in court hearing.

Importance	1.4	1.2	1.3
Performance	48	40	47
Additional Training	71	76	72
Entry Performance	16	29	18
OJT	84	71	78
In-Service	62	65	65

Task 2.12 Provides court with evaluation of validity of alleged child abuse claim.

Importance	1.2	1.2	1.2
Performance	52	45	51
Additional Training	71	68	70
Entry Performance	10	16	11
OJT	81	84	81
In-Service	69	68	69

Task 2.13 Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.

Importance	1.3	1.3	1.3
Performance	48	43	47
Additional Training	60	50	54
Entry Performance	11	28	16
OJT	93	83	88
In-Service	62	50	57

Task 2.14 Informs parent(s) or guardian of continued DCW services.

Importance	1.4	1.3	1.4
Performance	56	43	53
Additional Training	38	44	37
Entry Performance	33	50	36
OJT	94	83	92
In-Service	44	39	42

Task 2.15 Completes all recording on child abuse investigation.

Importance	1.8	1.5	1.6
Performance	55	48	54
Additional Training	39	55	42
Entry Performance	24	20	23
OJT	96	90	94
In-Service	43	50	47

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS CHILD ABUSE INVESTIGATION (cont'd).

Task 2.16 Contacts referral source and shares findings regarding alleged child abuse situation.

Importance	2.0	2.0	2.0
Performance	52	36	48
Additional Training	23	20	21
Entry Performance	40	60	43
OJT	92	87	91
In-Service	23	27	24

Task 2.17 Completes and distributes Child Abuse Investigation, form DCW-150.

Importance	1.9	1.8	1.9
Performance	46	36	44
Additional Training	30	27	27
Entry Performance	47	53	47
OJT	98	100	98
In-Service	23	40	28

Duty 3.0 CONDUCTS CHILD NEGLECT INVESTIGATION.

Task 3.1 Requests written report on neglect referrals received from other sources.

Importance	2.1	1.8	2.0
Performance	49	36	45
Additional Training	15	27	17
Entry Performance	59	60	58
OJT	91	100	94
In-Service	17	27	20

Task 3.2 Obtains copy of court order on legal findings of neglect if referral is by court.

Importance	1.7	1.5	1.6
Performance	58	50	55
Additional Training	11	33	19
Entry Performance	54	62	53
OJT	100	90	98
In-Service	20	29	25

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 3.0 CONDUCTS CHILD NEGLECT INVESTIGATION (cont'd).			
Task 3.3 Conducts interview with informant of alleged child neglect situation.			
Importance	1.4	1.2	1.3
Performance	75	62	71
Additional Training	44	58	48
Entry Performance	30	27	28
OJT	91	81	88
In-Service	44	54	48
Task 3.4 Interprets agency function in alleged child neglect cases to referral sources.			
Importance	1.6	1.8	1.6
Performance	74	62	71
Additional Training	39	54	45
Entry Performance	19	27	20
OJT	96	88	93
In-Service	49	42	48
Task 3.5 Evaluates validity of alleged child neglect situation.			
Importance	1.1	1.0	1.1
Performance	73	64	69
Additional Training	74	85	76
Entry Performance	9	15	10
OJT	88	70	82
In-Service	63	74	65
Task 3.6 Makes appointment for an interview with parent(s) or guardian in nonemergency cases.			
Importance	1.8	1.8	1.8
Performance	65	64	64
Additional Training	20	19	20
Entry Performance	57	78	61
OJT	97	100	97
In-Service	25	15	22
Task 3.7 Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.			
Importance	1.3	1.3	1.2
Performance	66	62	64
Additional Training	49	62	52
Entry Performance	18	15	17
OJT	90	88	89
In-Service	48	69	54

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 3.0 CONDUCTS CHILD NEGLECT INVESTIGATION (cont'd).			
Task 3.8 Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.			
Importance	1.3	1.3	1.3
Performance	51	45	49
Additional Training	36	42	38
Entry Performance	13	32	18
OJT	89	89	89
In-Service	45	47	45
Task 3.9 Provides necessary protective services to child alleged to be neglected.			
Importance	1.0	1.0	1.0
Performance	75	64	69
Additional Training	74	74	72
Entry Performance	9	15	10
OJT	84	85	84
In-Service	67	70	66
Task 3.10 Conducts interview with parent(s) or guardian suspected of child neglect.			
Importance	1.1	1.0	1.1
Performance	75	67	73
Additional Training	70	79	72
Entry Performance	11	11	10
OJT	87	79	83
In-Service	63	75	67
Task 3.11 Conducts interview with child alleged to be neglected.			
Importance	1.2	1.1	1.2
Performance	70	67	69
Additional Training	69	68	68
Entry Performance	20	21	19
OJT	89	86	87
In-Service	60	64	62
Task 3.12 Conducts interview with other sources as indicated by nature of child neglect situation.			
Importance	1.5	1.4	1.4
Performance	74	64	70
Additional Training	38	52	40
Entry Performance	28	30	27
OJT	99	85	95
In-Service	29	48	35

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 3.0 CONDUCTS CHILD NEGLECT INVESTIGATION (cont'd).

Task 3.13 Gathers factual information which documents dates, times, and occurrences of child neglect.

Importance	1.6	1.4	1.5
Performance	71	60	66
Additional Training	30	40	33
Entry Performance	39	32	37
OJT	92	84	91
In-Service	35	32	34

Task 3.14 Reports information gathered in relation to child neglect case as a witness in court hearing.

Importance	1.4	1.2	1.3
Performance	58	48	54
Additional Training	59	60	58
Entry Performance	20	20	19
OJT	93	75	87
In-Service	48	65	52

Task 3.15 Provides court with evaluation of validity of alleged child neglect claim.

Importance	1.2	1.2	1.2
Performance	62	52	58
Additional Training	55	77	61
Entry Performance	17	18	16
OJT	93	68	86
In-Service	57	68	60

Task 3.16 Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.

Importance	1.4	1.3	1.4
Performance	58	52	55
Additional Training	39	55	42
Entry Performance	22	23	22
OJT	93	82	90
In-Service	37	55	43

Task 3.17 Informs parent(s) or guardian of continued DCW services.

Importance	1.4	1.4	1.4
Performance	75	60	70
Additional Training	21	24	22
Entry Performance	40	44	40
OJT	97	100	98
In-Service	26	24	25

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 3.0 CONDUCTS CHILD NEGLECT INVESTIGATION (cont'd).			
Task 3.18 Completes all recording on child neglect investigation.			
Importance	1.8	1.8	1.8
Performance	71	60	67
Additional Training	23	32	26
Entry Performance	30	28	30
OJT	95	84	93
In-Service	33	48	38
Task 3.19 Contacts referral source and shares findings regarding suspected neglect situation.			
Importance	2.3	2.1	2.2
Performance	66	48	58
Additional Training	16	20	16
Entry Performance	51	50	51
OJT	95	95	94
In-Service	18	20	20
Duty 4.0 PROVIDES CONTINUED DCW SERVICES.			
Task 4.1 Prepares Social History Report on child and family situation.			
Importance	1.7	1.8	1.7
Performance	66	60	65
Additional Training	38	28	35
Entry Performance	28	24	27
OJT	97	84	94
In-Service	36	40	38
Task 4.2 Establishes treatment goals to be accomplished by delivery of protective services.			
Importance	1.2	1.1	1.2
Performance	77	64	74
Additional Training	75	74	72
Entry Performance	10	11	11
OJT	82	81	81
In-Service	63	78	65

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 4.0 PROVIDES CONTINUED DCW SERVICES (cont'd).			
Task 4.3 Develops treatment plan with parent(s) or guardian's participation.			
Importance	1.2	1.1	1.2
Performance	77	69	76
Additional Training	74	83	75
Entry Performance	13	7	12
OJT	85	72	81
In-Service	64	83	68
Task 4.4 Conducts interviews with parent(s) or guardian and child according to treatment plan.			
Importance	1.4	1.2	1.3
Performance	73	69	73
Additional Training	63	66	63
Entry Performance	21	24	21
OJT	90	79	86
In-Service	47	62	51
Task 4.5 Provides social work services to child and family.			
Importance	1.2	1.2	1.2
Performance	82	71	85
Additional Training	71	83	71
Entry Performance	20	7	15
OJT	92	80	88
In-Service	57	83	63
Task 4.6 Assists child and family in obtaining services available through other agencies.			
Importance	1.4	1.5	1.4
Performance	83	71	81
Additional Training	44	57	47
Entry Performance	17	20	16
OJT	99	97	97
In-Service	38	50	40
Task 4.7 Modifies treatment plan according to progress made toward established goals.			
Importance	1.5	1.4	1.5
Performance	72	69	73
Additional Training	52	48	49
Entry Performance	22	14	21
OJT	99	90	95
In-Service	43	55	46

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 5.0 OBTAINS VOLUNTARY COMMITMENT OF CHILD TO DCW (cont'd).

Task 5.3 Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.

Importance	1.3	1.2	1.3
Performance	59	50	56
Additional Training	49	52	49
Entry Performance	18	24	20
OJT	96	90	94
In-Service	53	52	52

Task 5.4 Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.

Importance	1.6	1.6	1.6
Performance	56	48	52
Additional Training	25	25	25
Entry Performance	27	50	32
OJT	98	85	95
In-Service	33	30	32

Task 5.5 Obtains agreement from parent(s) or guardian to provide monthly support payment of child being committed when appropriate.

Importance	2.0	1.8	1.9
Performance	43	48	44
Additional Training	35	30	31
Entry Performance	30	25	27
OJT	98	100	98
In-Service	35	35	33

Duty 6.0 OBTAINS COURT COMMITMENT OF CHILD TO DCW.

Task 6.1 Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.

Importance	1.3	1.2	1.3
Performance	57	55	58
Additional Training	47	35	42
Entry Performance	13	13	13
OJT	94	91	93
In-Service	43	57	48

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 6.0 OBTAINS COURT COMMITMENT OF CHILD TO DCW (cont'd).

Task 6.2 Prepares and forwards Social History Report of findings to juvenile court Central Office and other involved DCW facilities.

Importance	1.7	1.4	1.6
Performance	59	55	59
Additional Training	25	26	26
Entry Performance	22	13	21
OJT	98	87	93
In-Service	40	57	47

Task 6.3 Prepares and files Petition, form DCW-148, with juvenile court.

Importance	1.7	1.4	1.6
Performance	59	52	57
Additional Training	16	18	17
Entry Performance	31	36	34
OJT	95	95	95
In-Service	27	45	34

Task 6.4 Consults with DCW attorney as needed.

Importance	1.5	1.6	1.5
Performance	53	50	54
Additional Training	22	24	24
Entry Performance	45	38	44
OJT	100	95	99
In-Service	20	29	24

Task 6.5 Represents DCW in court for hearing on Petition.

Importance	1.3	1.2	1.2
Performance	63	62	64
Additional Training	58	58	57
Entry Performance	12	23	16
OJT	86	85	85
In-Service	61	65	60

Task 6.6 Obtains and distributes copies of Commitment Order, form DCW-164.

Importance	1.8	1.7	1.8
Performance	62	57	62
Additional Training	10	4	8
Entry Performance	36	71	47
OJT	97	96	97
In-Service	16	17	18

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 7.0 OBTAINS VOLUNTARY TERMINATION OF PARENTAL RIGHTS.

Task 7.1 Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.

Importance	1.1	1.1	1.2
Performance	51	38	46
Additional Training	53	69	55
Entry Performance	11	6	9
OJT	96	94	94
In-Service	55	81	63

Task 7.2 Prepares and forwards Summary Requesting Approval to Petition for Voluntary Termination of Parental Rights to supervisor.

Importance	1.6	1.6	1.6
Performance	40	33	38
Additional Training	30	36	31
Entry Performance	24	29	24
OJT	95	93	95
In-Service	41	29	38

Task 7.3 Prepares Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate.

Importance	1.6	1.7	1.6
Performance	44	36	41
Additional Training	24	20	23
Entry Performance	17	40	22
OJT	95	93	95
In-Service	34	33	35

Task 7.4 Prepares Statement of Representative of the Department, form DCW-160.

Importance	1.8	1.6	1.7
Performance	40	38	39
Additional Training	30	19	25
Entry Performance	32	44	35
OJT	95	100	96
In-Service	32	25	30

Task 7.5 Files Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate, and Statement of Representative of the Department, form DCW-160, with circuit court.

Importance	1.5	1.4	1.5
Performance	46	36	42
Additional Training	30	20	27
Entry Performance	28	47	31
OJT	95	93	95
In-Service	35	33	35

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 7.0 OBTAINS VOLUNTARY TERMINATION OF PARENTAL RIGHTS (cont'd).

Task 7.6 Arranges appointment with Circuit Court Judge.

Importance	1.7	1.7	1.7
Performance	45	38	42
Additional Training	12	13	11
Entry Performance	50	75	56
OJT	100	100	100
In-Service	24	19	21

Task 7.7 Represents DCW at court hearing.

Importance	1.3	1.1	1.3
Performance	49	36	45
Additional Training	46	40	42
Entry Performance	20	20	18
OJT	91	100	94
In-Service	50	53	49

Task 7.8 Obtains and distributes Order Terminating Parental Rights and Order of Judgment, form DCW-159.

Importance	1.7	1.5	1.7
Performance	45	38	42
Additional Training	17	13	15
Entry Performance	29	56	35
OJT	98	100	98
In-Service	26	25	24

Task 7.9 Files Order with clerk and obtains certified copies of Order.

Importance	1.7	1.5	1.7
Performance	46	36	42
Additional Training	12	13	11
Entry Performance	40	60	44
OJT	100	100	100
In-Service	19	20	18

Duty 8.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS

Task 8.1 Conducts interview with parent(s) or guardian.

Importance	1.1	1.3	1.2
Performance	48	36	43
Additional Training	62	67	63
Entry Performance	7	20	10
OJT	87	87	84
In-Service	62	67	65

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 8.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS (cont'd).

Task 8.2 Completes and forwards Request for Involuntary Termination of Farental Rights, form DCW-161, to supervisor to be transmitted to DCW attorney.

Importance	1.5	1.4	1.5
Performance	44	33	40
Additional Training	27	36	31
Entry Performance	24	36	26
OJT	95	86	90
In-Service	32	36	36

Task 8.3 Receives Petition and Report of Filing of Petition for Involuntary Termination of Parental Rights, form DCW-177, from DCW attorney.

Importance	1.7	1.9	1.8
Performance	42	33	38
Additional Training	21	29	23
Entry Performance	49	57	48
OJT	95	100	95
In-Service	28	21	27

Task 8.4 Files Petition in the office of the circuit court clerk.

Importance	1.8	1.4	1.7
Performance	40	31	36
Additional Training	14	8	13
Entry Performance	51	54	49
OJT	97	100	96
In-Service	19	23	21

Task 8.5 Completes and forwards Report of Filing Petition for Involuntary Termination of Parental Rights, form DCW-177, to DCW attorney.

Importance	1.7	1.6	1.7
Performance	40	33	37
Additional Training	18	21	20
Entry Performance	49	50	37
OJT	92	100	96
In-Service	21	29	20

Task 8.6 Consults with DCW attorney in preparation for court hearing.

Importance	1.4	1.4	1.4
Performance	39	31	36
Additional Training	31	38	35
Entry Performance	25	31	25
OJT	100	92	94
In-Service	39	38	40

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 8.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS (cont'd).			
Task 8.7 Receives Order from DCW attorney.			
Importance	1.8	1.5	1.8
Performance	42	26	36
Additional Training	18	18	19
Entry Performance	49	34	49
OJT	92	100	94
In-Service	21	9	17
Task 8.8 Represents DCW in court for hearing on Petition.			
Importance	1.2	1.2	1.2
Performance	41	31	37
Additional Training	55	69	59
Entry Performance	16	15	15
OJT	84	92	83
In-Service	55	62	59
Task 8.9 Obtains signed Order and certified copies.			
Importance	1.6	1.7	1.7
Performance	43	31	38
Additional Training	13	15	13
Entry Performance	48	62	48
OJT	98	92	96
In-Service	15	8	13
Duty 9.0 OBTAINS RELEASE OF CHILD FROM VOLUNTARY COMMITMENT.			
Task 9.1 Receives request from parent(s) or guardian for release of child from voluntary commitment.			
Importance	1.7	1.7	1.7
Performance	42	31	37
Additional Training	15	23	17
Entry Performance	41	62	44
OJT	92	100	94
In-Service	23	23	22
Task 9.2 Informs parent(s) or guardian that request for release from voluntary commitment must be made in writing to the Commissioner.			
Importance	1.6	1.5	1.6
Performance	38	26	34
Additional Training	20	18	18
Entry Performance	40	64	43
OJT	94	100	96
In-Service	20	90	18

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 9.0 OBTAINS RELEASE OF CHILD FROM VOLUNTARY COMMITMENT (cont'd).

Task 9.3 Receives notice from Commissioner to take appropriate action on request for release from voluntary commitment originating outside the department.

Importance	1.7	1.6	1.7
Performance	32	26	29
Additional Training	27	45	30
Entry Performance	43	27	37
OJT	93	100	95
In-Service	27	27	28

Task 9.4 Prepares and forwards Closing Summary to supervisor along with case records on child.

Importance	1.8	1.8	1.8
Performance	40	29	36
Additional Training	19	25	19
Entry Performance	19	17	17
OJT	100	100	100
In-Service	19	42	25

Task 9.5 Prepares release letter addressed to parent(s) or guardian indicating child is being released.

Importance	1.8	2.0	1.9
Performance	38	26	33
Additional Training	17	18	17
Entry Performance	31	55	35
OJT	97	100	98
In-Service	14	9	13

Task 9.6 Forwards release letter to supervisor for signature and distribution.

Importance	1.9	2.0	2.0
Performance	40	24	34
Additional Training	14	20	14
Entry Performance	46	60	47
OJT	95	100	96
In-Service	11	0	8

Duty 10.0 OBTAINS RELEASE OF CHILD FROM JUVENILE COURT COMMITMENT.

Task 10.1 Prepares and forwards Closing Summary to supervisor along with case records on child.

Importance	1.7	1.5	1.6
Performance	56	52	54
Additional Training	19	18	18
Entry Performance	23	32	27
OJT	98	91	96
In-Service	25	27	27

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 10.0 OBTAINS RELEASE OF CHILD FROM JUVENILE COURT COMMITMENT (cont'd).			
Task 10.2 Receives copy of release letter addressed to juvenile court judge from supervisor recommending that child be released from juvenile court commitment			
Importance	2.2	1.9	2.1
Performance	49	48	49
Additional Training	13	15	13
Entry Performance	59	60	61
OJT	91	90	90
In-Service	17	25	20
Task 10.3 Notifies child and parent(s) or guardian that DCW no longer has custody.			
Importance	1.8	1.5	1.8
Performance	51	48	49
Additional Training	17	5	13
Entry Performance	53	60	57
OJT	89	95	90
In-Service	13	10	13
Duty 11.0 OBTAINS RELEASE OF CHILD FROM COMMITMENT FOLLOWING CIRCUIT COURT ACTION (Rare situation to set aside termination).			
Task 11.1 Prepares and forwards Closing Summary to supervisor along with case record.			
Importance	1.7	1.6	1.6
Performance	27	26	25
Additional Training	32	18	27
Entry Performance	28	36	30
OJT	92	91	92
In-Service	36	18	32
Task 11.2 Requests DCW attorney to prepare Motion and Order setting aside termination order.			
Importance	1.6	1.4	1.6
Performance	25	17	21
Additional Training	57	71	58
Entry Performance	30	14	26
OJT	96	100	97
In-Service	52	29	48
Task 11.3 Receives Motion and Order from DCW attorney.			
Importance	1.8	1.4	1.7
Performance	25	17	21
Additional Training	30	29	29
Entry Performance	52	57	52
OJT	100	100	100
In-Service	30	0	23

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 11.0 OBTAINS RELEASE OF CHILD FROM COMMITMENT FOLLOWING CIRCUIT COURT ACTION (Rare situation to set aside termination) (cont'd).			
Task 11.4 Files Motion with circuit court.			
Importance	1.6	1.5	1.6
Performance	24	14	20
Additional Training	36	0	28
Entry Performance	36	33	34
OJT	100	100	100
In-Service	32	0	24
Task 11.5 Obtains Judge's signature on Order.			
Importance	1.5	1.4	1.5
Performance	26	17	22
Additional Training	29	0	22
Entry Performance	38	71	44
OJT	100	100	100
In-Service	17	0	13
Task 11.6 Notifies child and parent(s) or guardian that DCW no longer has custody.			
Importance	1.8	1.5	1.7
Performance	26	19	23
Additional Training	29	0	21
Entry Performance	46	75	52
OJT	100	100	100
In-Service	17	0	12
Duty 12.0 TRANSFERS CASE WITHIN DEPARTMENT.			
Task 12.1 Reviews record of case being transferred.			
Importance	1.9	1.8	1.9
Performance	73	67	72
Additional Training	13	11	11
Entry Performance	47	50	49
OJT	99	96	98
In-Service	18	18	18
Task 12.2 Completes recording on case being transferred.			
Importance	1.6	1.6	1.6
Performance	73	71	73
Additional Training	19	13	16
Entry Performance	35	37	36
OJT	97	97	97
In-Service	21	27	22

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 12.0 TRANSFERS CASE WITHIN DEPARTMENT (cont'd).			
Task 12.3 Prepares and distributes Transfer Summary to appropriate personnel.			
Importance	1.8	1.6	1.7
Performance	71	71	71
Additional Training	11	13	11
Entry Performance	36	37	37
OJT	95	100	97
In-Service	17	27	19
Task 12.4 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.			
Importance	2.0	1.7	1.9
Performance	70	64	68
Additional Training	61	0	4
Entry Performance	46	44	45
OJT	98	96	98
In-Service	9	15	10
Duty 13.0 CLOSES CASE.			
Task 13.1 Conducts termination interview when DCW services are no longer needed.			
Importance	1.6	1.6	1.6
Performance	67	64	68
Additional Training	18	15	15
Entry Performance	29	37	31
OJT	95	93	95
In-Service	24	26	24
Task 13.2 Completes all recording on case activity.			
Importance	1.8	1.9	1.8
Performance	70	69	71
Additional Training	12	10	11
Entry Performance	32	45	37
OJT	95	100	97
In-Service	20	24	22
Task 13.3 Prepares Closing Summary.			
Importance	1.8	1.7	1.7
Performance	70	69	71
Additional Training	12	14	13
Entry Performance	40	45	40
OJT	95	93	95
In-Service	15	14	22

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 13.0 CLOSES CASE (cont'd).

Task 13.4 Completes Notice of Case Activity, form DCW-130.

Importance	2.1	1.7	2.0
Performance	69	62	68
Additional Training	6	0	4
Entry Performance	50	62	53
OJT	97	100	98
In-Service	13	8	11

Task 13.5 Makes closing entry on case list.

Importance	2.1	2.0	2.0
Performance	51	50	51
Additional Training	13	5	9
Entry Performance	45	67	55
OJT	98	100	97
In-Service	13	5	11

Task 13.6 Files in closed cases.

Importance	2.3	2.0	2.2
Performance	63	52	61
Additional Training	7	0	4
Entry Performance	61	68	63
OJT	95	100	97
In-Service	12	9	11

Services to Juveniles in the Community
(Category II)

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 1.0 OPENS CASE.

Task 1.1 Receives request for services to juvenile in the community.

Importance	1.6	1.7	1.6
Performance	72	86	76
Additional Training	19	19	18
Entry Performance	64	72	66
OJT	94	92	94
In-Service	21	22	21

Task 1.2 Checks files to determine whether there is a previous record on the child.

Importance	1.9	1.6	1.8
Performance	71	81	74
Additional Training	5	0	3
Entry Performance	80	82	80
OJT	91	100	94
In-Service	11	9	10

Task 1.3 Adds child to case list.

Importance	2.2	1.8	2.1
Performance	65	83	68
Additional Training	7	3	5
Entry Performance	73	74	74
OJT	92	100	95
In-Service	13	9	12

Task 1.4 Completes Notice to Central Office, form DCW-121.

Importance	2.2	1.8	2.0
Performance	67	83	72
Additional Training	5	3	4
Entry Performance	65	66	64
OJT	92	100	95
In-Service	11	9	10

Task 1.5 Completes Face Sheet I & II, form DCW-183.

Importance	2.0	1.7	1.9
Performance	72	86	76
Additional Training	9	3	6
Entry Performance	54	64	58
OJT	93	100	95
In-Service	18	11	15

*Includes Vocational Teacher III and Case Aide.
**Includes Graduate Social Worker (N=3) and Social Service Aide (N=8) respondents.

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS PRELIMINARY INVESTIGATION REPORT ON CHILD BEFORE THE JUVENILE COURT AT THE REQUEST OF THE COURT.

Task 2.1 Receives request from juvenile court to make Preliminary Investigation Report on child before the court.

Importance	1.6	1.3	1.5
Performance	56	74	62
Additional Training	27	42	32
Entry Performance	39	26	34
OJT	96	87	93
In-Service	35	55	41

Task 2.2 Arranges appointment to meet with child and his parent(s) or guardian.

Importance	1.8	1.4	1.6
Performance	57	79	64
Additional Training	11	9	11
Entry Performance	68	73	69
OJT	92	100	95
In-Service	19	18	19

Task 2.3 Interviews parent(s) or guardian of child.

Importance	1.3	1.1	1.2
Performance	59	79	66
Additional Training	42	64	49
Entry Performance	29	18	25
OJT	89	76	84
In-Service	49	64	55

Task 2.4 Interviews child.

Importance	1.1	1.1	1.1
Performance	58	74	64
Additional Training	50	61	53
Entry Performance	31	13	25
OJT	93	74	86
In-Service	52	71	59

Task 2.5 Interviews collateral resources (i.e., school officials, PA worker, etc.).

Importance	1.5	1.6	1.5
Performance	58	76	64
Additional Training	19	31	23
Entry Performance	48	44	46
OJT	94	91	94
In-Service	28	47	35

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 CONDUCTS PRELIMINARY INVESTIGATION REPORT ON CHILD BEFORE THE JUVENILE COURT AT THE REQUEST OF THE COURT (cont'd).

Task 2.6 Prepares Preliminary Investigation Report and distributes to appropriate personnel.

Importance	1.6	1.3	1.5
Performance	56	71	62
Additional Training	31	37	31
Entry Performance	25	27	28
OJT	90	93	91
In-Service	42	43	41

Task 2.7 Represents DCW at juvenile court hearing.

Importance	1.4	1.1	1.3
Performance	65	83	71
Additional Training	45	43	45
Entry Performance	22	17	19
OJT	87	83	85
In-Service	57	57	55

Task 2.8 Completes recording on investigation conducted.

Importance	1.9	1.6	1.8
Performance	59	74	64
Additional Training	24	23	21
Entry Performance	38	42	39
OJT	95	94	95
In-Service	35	35	34

Duty 3.0 PROVIDES SERVICES TO JUVENILES PLACED ON PROBATION TO DCW BY THE COURT.

Task 3.1 Receives referral from juvenile court placing child on probation to DCW.

Importance	1.8	1.3	1.6
Performance	58	81	65
Additional Training	11	21	15
Entry Performance	65	50	59
OJT	93	94	94
In-Service	22	29	25

Task 3.2 Arranges appointment to meet with child placed on probation and his parent(s) or guardian.

Importance	1.6	1.4	1.6
Performance	65	90	72
Additional Training	15	11	12
Entry Performance	60	71	65
OJT	88	95	90
In-Service	23	18	22

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 3.0 PROVIDES SERVICES TO JUVENILES PLACED ON PROBATION TO DCW BY THE COURT (cont'd).			
Task 3.3 Interviews parent(s) or guardian of child placed on probation.			
Importance	1.4	1.1	1.3
Performance	56	88	66
Additional Training	40	54	44
Entry Performance	40	19	31
OJT	92	78	86
In-Service	40	59	49
Task 3.4 Interviews child placed on probation.			
Importance	1.2	1.1	1.2
Performance	57	86	66
Additional Training	43	53	45
Entry Performance	34	19	27
OJT	85	86	85
In-Service	49	61	54
Task 3.5 Reviews conditions of probation with child and parent(s) or guardian.			
Importance	1.4	1.3	1.4
Performance	56	86	65
Additional Training	35	31	31
Entry Performance	38	39	39
OJT	85	97	91
In-Service	37	42	38
Task 3.6 Develops treatment plan with child and parent(s) or guardian.			
Importance	1.2	1.1	1.2
Performance	54	86	64
Additional Training	78	72	74
Entry Performance	8	8	10
OJT	72	81	74
In-Service	78	72	76
Task 3.7 Establishes treatment goals for child placed on probation.			
Importance	1.2	1.2	1.2
Performance	56	86	65
Additional Training	77	72	73
Entry Performance	10	8	11
OJT	83	83	81
In-Service	77	69	75

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 3.0 PROVIDES SERVICES TO JUVENILES PLACED ON PROBATION TO DCW BY THE COURT (cont'd).			
Task 3.8 Utilizes community resources where appropriate to facilitate treatment plan.			
Importance	1.3	1.2	1.3
Performance	58	81	65
Additional Training	44	50	48
Entry Performance	17	26	20
OJT	93	88	88
In-Service	41	62	48
Task 3.9 Provides continuing social work services to child and family.			
Importance	1.3	1.1	1.2
Performance	60	86	68
Additional Training	64	50	58
Entry Performance	14	22	18
OJT	89	89	88
In-Service	55	61	59
Task 3.10 Confers periodically with court regarding child placed on probation.			
Importance	2.0	2.0	2.0
Performance	55	69	60
Additional Training	10	14	10
Entry Performance	57	48	53
OJT	96	97	97
In-Service	12	24	16
Task 3.11 Completes and distributes Notice of Case Activity, form DCW-130, upon termination of probation.			
Importance	2.3	1.8	2.1
Performance	53	74	60
Additional Training	6	6	6
Entry Performance	67	85	66
OJT	96	100	98
In-Service	10	10	10
Task 3.12 Completes all recording of activities regarding child placed on probation.			
Importance	1.9	1.8	1.8
Performance	56	59	63
Additional Training	13	27	17
Entry Performance	46	45	47
OJT	98	100	99
In-Service	23	33	27

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 4.0 PROCESSES JUVENILES COMMITTED TO DCW FOR INSTITUTIONAL CARE.			
Task 4.1 Receives notice from juvenile court of child committed to DCW.			
Importance	1.8	1.4	1.6
Performance	59	79	65
Additional Training	5	15	8
Entry Performance	65	67	64
OJT	89	91	91
In-Service	13	18	15
Task 4.2 Interviews child committed to DCW.			
Importance	1.2	1.1	1.1
Performance	63	76	67
Additional Training	37	44	40
Entry Performance	24	22	23
OJT	92	84	88
In-Service	46	47	49
Task 4.3 Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.			
Importance	1.2	1.3	1.2
Performance	62	81	67
Additional Training	48	53	50
Entry Performance	19	9	15
OJT	90	82	85
In-Service	59	59	59
Task 4.4 Obtains Official Judgment, form DCW-151, from juvenile court judge.			
Importance	1.8	1.7	1.7
Performance	52	64	55
Additional Training	8	4	6
Entry Performance	71	67	69
OJT	96	96	96
In-Service	13	7	11
Task 4.5 Completes Official Judgment, form DCW-151, and submits to court for certification.			
Importance	1.9	1.6	1.7
Performance	49	67	55
Additional Training	11	7	10
Entry Performance	54	50	51
OJT	96	96	95
In-Service	13	11	11

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 4.0 PROCESSES JUVENILES COMMITTED TO DCW FOR INSTITUTIONAL CARE (cont'd).

Task 4.6 Completes and distributes Notice of Case Activity, form DCW-130, on child committed to DCW.

Importance	2.2	1.9	2.0
Performance	60	81	66
Additional Training	5	3	4
Entry Performance	59	56	57
OJT	95	100	97
In-Service	14	9	12

Task 4.7 Completes Request for Verification of Birth, form DCW-118, on child committed to DCW.

Importance	2.7	2.3	2.6
Performance	55	69	58
Additional Training	8	7	7
Entry Performance	75	69	73
OJT	96	100	98
In-Service	10	7	10

Task 4.8 Forwards original and one copy of Request for Verification of Birth, form DCW-118, to Division of Vital Statistics.

Importance	2.8	2.2	2.6
Performance	53	60	53
Additional Training	8	4	6
Entry Performance	78	68	74
OJT	94	96	95
In-Service	8	8	9

Task 4.9 Completes and distributes copies of Request for Verification of Birth, form DCW-118, to appropriate DCW personnel.

Importance	2.8	2.4	2.7
Performance	48	69	52
Additional Training	7	7	7
Entry Performance	80	66	74
OJT	96	100	97
In-Service	7	10	9

Task 4.10 Interviews community sources regarding child committed to DCW.

Importance	1.6	1.3	1.5
Performance	60	79	66
Additional Training	20	30	24
Entry Performance	46	27	39
OJT	95	88	92
In-Service	21	42	31

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 4.0 PROCESSES JUVENILES COMMITTED TO DCW FOR INSTITUTIONAL CARE (cont'd).			
Task 4.11 Prepares Social History Report on child and family and forwards to Reception Center.			
Importance	1.4	1.3	1.4
Performance	61	83	67
Additional Training	21	37	27
Entry Performance	21	20	20
OJT	96	83	92
In-Service	44	51	47
Task 4.12 Notifies Reception Center of new admission.			
Importance	1.8	1.9	1.9
Performance	56	67	59
Additional Training	10	0	7
Entry Performance	65	71	67
OJT	96	100	97
In-Service	12	14	13
Task 4.13 Arranges for transportation of child to Reception Center.			
Importance	2.1	2.0	2.0
Performance	56	74	60
Additional Training	8	3	6
Entry Performance	63	77	69
OJT	94	100	97
In-Service	8	6	8
Task 4.14 Provides appropriate personnel with forms required for admission to Reception Center.			
Importance	1.7	1.6	1.6
Performance	60	79	66
Additional Training	9	9	8
Entry Performance	41	45	43
OJT	93	100	96
In-Service	21	24	22
Duty 5.0 PROVIDES SOCIAL WORK SERVICES TO FAMILY OF CHILD COMMITTED TO DCW AND PLAC IN INSTITUTIONAL CARE.			
Task 5.1 Maintains contact with child placed in institution by correspondence and visitation according to institutional regulations.			
Importance	1.6	1.5	1.6
Performance	60	79	65
Additional Training	18	18	17
Entry Performance	59	67	61
OJT	96	100	98
In-Service	16	12	15

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 7.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR LESS THAN 60 DAYS DURING THE PERIOD OF INSTITUTIONAL CARE.

Task 7.1 Receives notification of child's absence from institution.

Importance	1.5	1.5	1.5
Performance	48	79	58
Additional Training	9	0	5
Entry Performance	69	70	69
OJT	93	100	96
In-Service	13	15	14

Task 7.2 Contacts family regarding child's unauthorized absence from institution.

Importance	1.3	1.2	1.3
Performance	48	79	58
Additional Training	9	9	8
Entry Performance	67	55	61
OJT	96	97	96
In-Service	11	18	14

Task 7.3 Requests assistance of child's family in locating and returning to institution child absent without authorized leave.

Importance	1.4	1.3	1.4
Performance	48	59	57
Additional Training	9	12	10
Entry Performance	62	58	59
OJT	93	97	95
In-Service	18	15	17

Task 7.4 Verifies notification of child's unauthorized absence from an institution with police.

Importance	1.7	1.6	1.6
Performance	44	71	53
Additional Training	10	3	8
Entry Performance	73	70	69
OJT	95	97	95
In-Service	10	10	9

Task 7.5 Prepares and submits to police written authorization to apprehend child absent from institution.

Importance	1.5	1.8	1.6
Performance	28	36	29
Additional Training	15	7	12
Entry Performance	69	53	63
OJT	100	100	98
In-Service	12	20	14

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 7.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR LESS THAN 60 DAYS DURING THE PERIOD OF INSTITUTIONAL CARE (cont'd).			
Task 7.6 Assists AWOL child in returning to institution.			
Importance	1.4	1.3	1.4
Performance	42	76	52
Additional Training	15	19	16
Entry Performance	49	47	47
OJT	95	91	93
In-Service	23	19	21
Task 7.7 Notifies appropriate law enforcement officials as to the whereabouts of AWOL child.			
Importance	1.6	1.6	1.6
Performance	44	62	49
Additional Training	10	4	7
Entry Performance	73	77	72
OJT	100	92	96
In-Service	10	12	10
Duty 8.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR LESS THAN 60 DAYS DURING INSTITUTIONAL CARE WHO APPEARS IN COURT ON NEW OFFENSE			
Task 8.1 Provides appropriate services to juvenile court when AWOL child appears in court on new offense.			
Importance	1.4	1.4	1.4
Performance	42	71	51
Additional Training	26	23	23
Entry Performance	36	23	32
OJT	97	93	96
In-Service	36	30	33
Task 8.2 Plans for return of AWOL child with appropriate DCW institutional personnel.			
Importance	1.4	1.7	1.5
Performance	42	71	51
Additional Training	13	3	8
Entry Performance	51	63	55
OJT	97	97	96
In-Service	15	10	12
Task 8.3 Arranges for transportation of AWOL child to appropriate DCW institution.			
Importance	1.8	1.8	1.8
Performance	42	69	50
Additional Training	8	0	4
Entry Performance	64	76	68
OJT	97	97	97
In-Service	10	3	8

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 8.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR LESS THAN 60 DAYS DURING INSTITUTIONAL CARE WHO APPEARS IN COURT ON NEW OFFENSE.

Task 8.4 Prepares and distributes written report concerning child's AWOL to appropriate DCW personnel.

Importance	1.6	1.7	1.6
Performance	42	64	49
Additional Training	13	7	10
Entry Performance	51	30	44
OJT	95	100	97
In-Service	18	22	20

Task 8.5 Completes and distributes Notice of Case Activity, form DCW-130, to appropriate DCW personnel on AWOL child being returned to an institution.

Importance	2.1	2.0	2.1
Performance	38	55	42
Additional Training	9	0	5
Entry Performance	74	61	69
OJT	94	96	95
In-Service	14	4	11

Duty 9.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR MORE THAN 60 DAYS FROM INSTITUTIONAL CARE.

Task 9.1 Reviews child's case record received from DCW institution.

Importance	1.6	1.7	1.6
Performance	35	52	40
Additional Training	6	5	5
Entry Performance	79	55	66
OJT	97	95	95
In-Service	12	18	15

Task 9.2 Determines appropriate plan with child and parent(s) or guardian.

Importance	1.3	1.2	1.3
Performance	40	62	46
Additional Training	35	42	37
Entry Performance	30	19	25
OJT	89	88	88
In-Service	46	54	51

Task 9.3 Plans for return of child to institution, if appropriate.

Importance	1.7	1.7	1.7
Performance	40	64	47
Additional Training	16	22	19
Entry Performance	46	37	39
OJT	100	96	96
In-Service	22	26	23

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 9.0 PROVIDES SERVICES TO CHILD ABSENT WITHOUT AUTHORIZED LEAVE (AWOL) FOR MORE THAN 60 DAYS FROM INSTITUTIONAL CARE (cont'd).			
Task 9.4 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate DCW personnel.			
Importance	2.2	2.1	2.1
Performance	39	60	45
Additional Training	8	0	5
Entry Performance	67	64	65
OJT	94	100	97
In-Service	11	4	9
Task 9.5 Forwards child's case record to appropriate institution.			
Importance	1.8	1.8	1.8
Performance	35	52	39
Additional Training	9	0	5
Entry Performance	70	73	72
OJT	97	91	95
In-Service	12	9	12
Task 9.6 Arranges for transportation of child to appropriate institution.			
Importance	1.9	2.0	2.0
Performance	41	60	46
Additional Training	8	0	4
Entry Performance	63	76	67
OJT	92	96	94
In-Service	13	4	10
Task 9.7 Plans for supervised placement in community if appropriate.			
Importance	1.4	1.3	1.4
Performance	41	64	47
Additional Training	18	41	28
Entry Performance	42	15	29
OJT	95	89	90
In-Service	29	44	35
Task 9.8 Prepares and submits to supervisor Discharge Recommendation Report if appropriate.			
Importance	1.6	1.6	1.6
Performance	41	64	47
Additional Training	11	15	12
Entry Performance	45	33	41
OJT	95	96	96
In-Service	29	33	30

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 10.0 PROVIDES SERVICES TO CHILD ON SUPERVISED PLACEMENT IN COMMUNITY.

Task 10.1 Receives referral from DCW institution for return of child to community.

Importance	1.7	1.6	1.6
Performance	57	88	66
Additional Training	11	3	8
Entry Performance	62	76	66
OJT	91	97	93
In-Service	17	14	16

Task 10.2 Assesses total community situation regarding return of child to community.

Importance	1.4	1.3	1.4
Performance	54	86	64
Additional Training	30	39	32
Entry Performance	28	19	25
OJT	94	92	92
In-Service	42	44	43

Task 10.3 Prepares and submits Supervised Placement Evaluation to institution.

Importance	1.5	1.5	1.5
Performance	51	79	60
Additional Training	15	27	18
Entry Performance	34	18	26
OJT	94	88	90
In-Service	36	42	38

Task 10.4 Receives progress report on child from institution.

Importance	1.7	1.4	1.6
Performance	55	83	64
Additional Training	6	0	3
Entry Performance	80	77	77
OJT	92	97	95
In-Service	8	11	10

Task 10.5 Plans with appropriate community school personnel for re-entry of child to school.

Importance	1.6	1.3	1.4
Performance	52	96	62
Additional Training	13	6	10
Entry Performance	60	50	55
OJT	92	94	93
In-Service	17	17	18

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 10.0 PROVIDES SERVICES TO CHILD ON SUPERVISED PLACEMENT IN COMMUNITY (cont'd)

Task 10.6 Requests appropriate DCW institutional school personnel to forward child's school records to appropriate community school personnel.

Importance	1.7	1.6	1.6
Performance	47	83	58
Additional Training	14	3	8
Entry Performance	68	60	64
OJT	91	94	93
In-Service	18	9	13

Task 10.7 Plans with parent(s) or guardian for child's return to community.

Importance	1.3	1.2	1.2
Performance	54	86	64
Additional Training	28	39	32
Entry Performance	36	17	28
OJT	98	86	91
In-Service	36	56	45

Task 10.8 Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.

Importance	1.3	1.1	1.2
Performance	57	86	66
Additional Training	42	44	42
Entry Performance	28	17	24
OJT	92	96	90
In-Service	53	53	53

Task 10.9 Provides continuing services to child and parent(s) or guardian.

Importance	1.2	1.1	1.2
Performance	62	100	73
Additional Training	53	60	55
Entry Performance	24	24	24
OJT	95	86	90
In-Service	55	67	61

Task 10.10 Utilizes community resources to assist child in adjustment to community

Importance	1.4	1.2	1.3
Performance	59	95	71
Additional Training	42	43	42
Entry Performance	29	18	24
OJT	91	88	89
In-Service	51	43	48

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 10.0 PROVIDES SERVICES TO CHILD ON SUPERVISED PLACEMENT IN COMMUNITY (cont'd).			
Task 10.11 Evaluates child's adjustment.			
Importance	1.4	1.3	1.4
Performance	58	90	68
Additional Training	37	53	42
Entry Performance	31	21	26
OJT	94	89	90
In-Service	50	55	51
Task 10.12 Prepares written report of child's progress.			
Importance	1.8	1.9	1.8
Performance	55	81	63
Additional Training	12	26	17
Entry Performance	45	29	38
OJT	94	97	95
In-Service	25	35	30
Task 10.13 Prepares and submits Discharge Recommendation Report when indicated by child's progress.			
Importance	1.6	1.6	1.6
Performance	53	83	62
Additional Training	10	17	12
Entry Performance	51	40	44
OJT	96	97	95
In-Service	20	26	23
Task 10.14 Submits Order of Discharge, form DCW-139, to appropriate personnel to close case.			
Importance	2.0	1.7	1.9
Performance	46	69	53
Additional Training	7	3	5
Entry Performance	56	62	56
OJT	95	100	96
In-Service	14	14	14
Task 10.15 Informs child of changed status.			
Importance	1.6	1.5	1.5
Performance	51	76	59
Additional Training	6	3	5
Entry Performance	83	72	77
OJT	94	100	95
In-Service	9	9	8

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 11.0 PLANS FOR RETURN OF SUPERVISED PLACEMENT VIOLATOR BROUGHT BEFORE THE JUVENILE COURT ON NEW OFFENSE.			
Task 11.1 Receives notice from juvenile court that supervised placement violator is before the court on new offense.			
Importance	1.5	1.6	1.6
Performance	48	86	60
Additional Training	11	3	8
Entry Performance	71	72	70
OJT	96	100	98
In-Service	13	14	15
Task 11.2 Makes recommendations to judge regarding supervised placement violator.			
Importance	1.2	1.0	1.2
Performance	47	83	59
Additional Training	30	57	40
Entry Performance	20	11	19
OJT	95	83	90
In-Service	43	60	50
Task 11.3 Notifies supervisor of court's decision regarding supervised placement violator.			
Importance	1.7	1.8	1.7
Performance	47	86	60
Additional Training	7	0	3
Entry Performance	80	78	78
OJT	95	97	97
In-Service	9	14	11
Task 11.4 Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.			
Importance	1.6	1.6	1.6
Performance	48	81	59
Additional Training	13	6	9
Entry Performance	62	65	62
OJT	96	94	95
In-Service	13	15	15
Task 11.5 Arranges for transportation of supervised placement violator to appropriate institution.			
Importance	1.8	1.9	1.9
Performance	44	76	54
Additional Training	7	0	4
Entry Performance	71	72	71
OJT	93	100	96
In-Service	12	13	13

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 11.0 PLANS FOR RETURN OF SUPERVISED PLACEMENT VIOLATOR BROUGHT BEFORE THE JUVENILE COURT ON NEW OFFENSE (cont'd).

Task 11.6 Notifies Reception Center of new admission.

Importance	1.7	1.6	1.6
Performance	44	74	53
Additional Training	10	0	5
Entry Performance	76	71	71
OJT	95	100	96
In-Service	10	13	10

Task 11.7 Completes and submits Notice of Case Activity, form DCW-130, on supervised placement violator to appropriate personnel.

Importance	1.9	1.7	1.8
Performance	47	79	58
Additional Training	9	0	5
Entry Performance	68	61	64
OJT	95	100	98
In-Service	14	12	13

Task 11.8 Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.

Importance	1.6	1.4	1.5
Performance	47	81	58
Additional Training	5	12	7
Entry Performance	43	35	40
OJT	95	97	95
In-Service	18	29	22

Task 11.9 Prepares and submits child's case records to superintendent of receiving institution.

Importance	1.5	1.7	1.6
Performance	46	52	49
Additional Training	7	9	7
Entry Performance	49	50	48
OJT	95	100	96
In-Service	14	14	15

Task 11.10 Provides continuing social work services to child's family.

Importance	1.3	1.3	1.3
Performance	48	83	60
Additional Training	42	63	49
Entry Performance	33	14	24
OJT	91	77	83
In-Service	49	66	56

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 12.0 PLANS FOR RETURN OF SUPERVISED PLACEMENT VIOLATOR TO INSTITUTION BASED ON WORKER'S JUDGMENT.			
Task 12.1 Requests permission from institution to return supervised placement violator.			
Importance	1.5	1.3	1.4
Performance	24	38	28
Additional Training	9	19	13
Entry Performance	50	44	48
OJT	100	100	100
In-Service	9	31	18
Task 12.2 Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.			
Importance	1.7	1.4	1.5
Performance	41	71	51
Additional Training	5	7	8
Entry Performance	61	53	55
OJT	97	97	95
In-Service	13	23	19
Task 12.3 Arranges for transportation of supervised placement violator to appropriate institution.			
Importance	1.9	2.0	1.9
Performance	42	67	49
Additional Training	8	0	4
Entry Performance	69	71	69
OJT	95	100	97
In-Service	13	14	13
Task 12.4 Completes and forwards Notice of Case Activity, form DCW-130, to appropriate personnel.			
Importance	2.2	1.9	2.0
Performance	41	69	50
Additional Training	5	0	3
Entry Performance	68	52	60
OJT	92	100	96
In-Service	11	14	11
Task 12.5 Completes and forwards Placement Violation Report to appropriate personnel.			
Importance	1.6	1.5	1.6
Performance	42	74	52
Additional Training	15	19	16
Entry Performance	46	23	37
OJT	92	97	95
In-Service	18	32	25

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 12.0 PLANS FOR RETURN OF SUPERVISED PLACEMENT VIOLATOR TO INSTITUTION BASED ON WORKER'S JUDGMENT (cont'd).			
Task 12.6 Provides continuing social work services to child's family.			
Importance	1.3	1.3	1.3
Performance	41	74	51
Additional Training	29	65	43
Entry Performance	29	13	23
OJT	92	77	84
In-Service	45	68	55
Duty 13.0 TRANSFER OF CASE WITHIN THE DEPARTMENT.			
Task 13.1 Reviews record of case being transferred.			
Importance	1.9	1.7	1.8
Performance	57	81	64
Additional Training	8	3	5
Entry Performance	57	56	56
OJT	94	100	97
In-Service	15	15	15
Task 13.2 Completes recording on case being transferred.			
Importance	1.7	1.6	1.7
Performance	58	81	65
Additional Training	13	15	13
Entry Performance	39	38	39
OJT	96	97	97
In-Service	20	26	23
Task 13.3 Prepares and distributes Transfer Summary to appropriate personnel.			
Importance	1.8	1.6	1.7
Performance	58	81	65
Additional Training	6	12	7
Entry Performance	46	35	42
OJT	96	97	97
In-Service	17	26	21
Task 13.4 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.			
Importance	2.0	1.8	1.9
Performance	57	76	63
Additional Training	6	0	3
Entry Performance	61	63	63
OJT	96	100	98
In-Service	11	9	11

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 14.0 PLANS AND PLACES INTERSTATE CASES REFERRED FROM OTHER STATES.

Task 14.1 Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.

Importance	1.8	1.7	1.8
Performance	46	76	55
Additional Training	21	19	19
Entry Performance	51	44	46
OJT	98	88	93
In-Service	30	31	32

Task 14.2 Processes referrals received from another state for planning and placement of a child.

Importance	1.5	1.5	1.5
Performance	46	71	53
Additional Training	30	37	32
Entry Performance	28	13	21
OJT	98	83	92
In-Service	47	50	48

Task 14.3 Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.

Importance	1.7	1.8	1.7
Performance	45	69	51
Additional Training	12	10	11
Entry Performance	55	52	52
OJT	100	97	99
In-Service	24	21	23

Task 14.4 Completes and submits Face Sheet I & II, form DCW-183, to Central Office regarding interstate cases.

Importance	1.9	1.9	1.9
Performance	45	71	53
Additional Training	19	10	14
Entry Performance	57	57	56
OJT	98	93	96
In-Service	19	17	18

Task 14.5 Completes and submits Notice to Central Office, form DCW-121, to Central Office if request for planning and placement of a child is received directly from another state.

Importance	2.1	1.9	2.0
Performance	39	64	47
Additional Training	14	7	10
Entry Performance	72	59	65
OJT	97	96	97
In-Service	14	11	13

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 14.0 PLANS AND PLACES INTERSTATE CASES REFERRED FROM OTHER STATES (cont'd).

Task 14.6 Receives Notice to Central Office, form DCW-121, on referrals from Central Office.

Importance	2.1	1.9	2.1
Performance	42	62	47
Additional Training	13	0	7
Entry Performance	77	73	74
OJT	97	96	97
In-Service	13	12	13

Task 14.7 Checks file to determine whether there is a previous record.

Importance	1.9	1.5	1.8
Performance	42	67	49
Additional Training	5	0	3
Entry Performance	87	71	78
OJT	97	100	99
In-Service	8	7	8

Task 14.8 Adds to case list.

Importance	2.2	1.9	2.1
Performance	41	67	47
Additional Training	5	0	3
Entry Performance	82	64	74
OJT	95	100	97
In-Service	8	7	9

Task 14.9 Prepares case folder on interstate case.

Importance	1.9	1.8	1.8
Performance	41	60	47
Additional Training	5	12	7
Entry Performance	66	44	56
OJT	97	88	94
In-Service	11	20	15

Task 14.10 Evaluates local placement resources in view of referral request from another state.

Importance	1.4	1.2	1.4
Performance	45	76	54
Additional Training	26	25	25
Entry Performance	33	19	27
OJT	98	91	94
In-Service	38	41	41

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 14.0 PLANS AND PLACES INTERSTATE CASES REFERRED FROM OTHER STATES (cont'd).

Task 14.11 Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.

Importance	1.6	1.6	1.6
Performance	47	76	56
Additional Training	23	13	17
Entry Performance	27	22	24
OJT	98	94	96
In-Service	39	38	36

Task 14.12 Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.

Importance	1.6	1.4	1.5
Performance	42	64	49
Additional Training	21	15	17
Entry Performance	28	19	24
OJT	95	96	96
In-Service	31	44	37

Task 14.13 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel regarding interstate cases through interstate channels.

Importance	2.1	1.9	2.0
Performance	41	69	58
Additional Training	8	7	7
Entry Performance	58	59	59
OJT	97	100	99
In-Service	18	10	16

Task 14.14 Provides social work services to child placed through Interstate Placement and Planning.

Importance	1.2	1.1	1.2
Performance	41	64	48
Additional Training	32	33	31
Entry Performance	32	22	27
OJT	100	89	94
In-Service	47	48	49

Task 14.15 Prepares and submits progress report to sending state regarding interstate cases through interstate channels.

Importance	1.9	1.7	1.9
Performance	42	69	49
Additional Training	13	24	17
Entry Performance	38	14	28
OJT	100	93	97
In-Service	23	41	32

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 14.0 PLANS AND PLACES INTERSTATE CASES REFERRED FROM OTHER STATES (cont'd).

Task 14.16 Notifies sending state through interstate channels and request resettlement/replacement through interstate channels when indicated.

Importance	1.7	1.5	1.6
Performance	41	69	49
Additional Training	26	24	24
Entry Performance	42	21	32
OJT	100	93	97
In-Service	37	41	39

Task 14.17 Requests approval from sending state to terminate services.

Importance	1.8	1.6	1.7
Performance	40	67	48
Additional Training	19	14	16
Entry Performance	41	32	36
OJT	97	96	97
In-Service	27	21	23

Task 14.19 Processes approval from sending state to terminate services.

Importance	1.9	1.9	1.9
Performance	35	62	42
Additional Training	18	12	15
Entry Performance	48	31	40
OJT	100	96	98
In-Service	18	23	21

Task 14.20 Conducts termination interview of interstate case.

Importance	1.9	1.5	1.7
Performance	37	62	43
Additional Training	18	12	14
Entry Performance	41	23	33
OJT	98	96	97
In-Service	21	31	25

Task 14.21 Completes all recording regarding interstate case.

Importance	1.9	1.8	1.9
Performance	43	67	50
Additional Training	13	14	12
Entry Performance	45	25	37
OJT	98	89	95
In-Service	18	36	26

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 14.0 PLANS AND PLACES INTERSTATE CASES REFERRED FROM OTHER STATES (cont'd).

Task 14.22 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.

Importance	2.2	1.9	2.1
Performance	43	62	48
Additional Training	8	0	4
Entry Performance	60	54	57
OJT	98	100	99
In-Service	10	8	9

Task 14.23 Makes closing entry on case list.

Importance	2.3	2.0	2.1
Performance	35	62	42
Additional Training	9	4	6
Entry Performance	64	54	60
OJT	97	100	98
In-Service	12	8	10

Task 14.24 Notifies sending state of closing out of case.

Importance	1.8	1.7	1.8
Performance	40	62	47
Additional Training	11	4	7
Entry Performance	54	54	51
OJT	100	100	100
In-Service	16	12	13

Task 14.25 File in closed files.

Importance	2.4	2.3	2.4
Performance	38	50	41
Additional Training	9	0	5
Entry Performance	86	57	73
OJT	97	100	98
In-Service	9	5	7

Duty 15.0 REFERS INTERSTATE CASES FOR PLANNING AND PLACEMENT TO OTHER STATES.

Task 15.1 Makes referral approved by supervisor through interstate channels for social work services needed.

Importance	1.7	1.6	1.6
Performance	44	71	51
Additional Training	20	30	23
Entry Performance	39	17	29
OJT	98	90	95
In-Service	32	47	39

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 15.0 REFERS INTERSTATE CASES FOR PLANNING AND PLACEMENT TO OTHER STATES (cont'd).

Task 15.2 Receives referral evaluation from receiving state.

Importance	1.7	1.6	1.7
Performance	43	69	50
Additional Training	8	3	5
Entry Performance	68	66	64
OJT	100	100	100
In-Service	18	14	15

Task 15.3 Plans and finalizes interstate placement of child.

Importance	1.4	1.4	1.4
Performance	38	67	45
Additional Training	43	29	35
Entry Performance	31	21	27
OJT	100	89	95
In-Service	43	36	39

Task 15.4 Arranges out-of-state travel through Supervisor of Interstate Planning and Placement in Central Office.

Importance	1.7	1.5	1.7
Performance	31	50	36
Additional Training	28	29	28
Entry Performance	41	29	34
OJT	100	86	92
In-Service	24	43	32

Task 15.5 Prepares and distributes Notice of Case Activity, form DCW-130.

Importance	2.3	1.9	2.1
Performance	38	57	43
Additional Training	6	0	3
Entry Performance	63	63	62
OJT	97	100	98
In-Service	6	4	6

Task 15.6 Processes Progress Report from receiving state regarding child.

Importance	1.8	1.7	1.8
Performance	38	57	42
Additional Training	23	21	21
Entry Performance	54	33	46
OJT	100	96	98
In-Service	20	21	20

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 15.0 REFERS INTERSTATE CASES FOR PLANNING AND PLACEMENT TO OTHER STATES (cont'd).

Task 15.7 Requests Progress Report from receiving state regarding child.

Importance	1.8	1.9	1.9
Performance	38	57	43
Additional Training	11	13	11
Entry Performance	60	50	54
OJT	100	96	98
In-Service	11	21	14

Task 15.8 Requests recommendation to discharge child from receiving state.

Importance	1.8	1.8	1.8
Performance	37	55	41
Additional Training	21	22	20
Entry Performance	44	35	40
OJT	100	91	95
In-Service	24	22	25

Task 15.9 Receives recommendation to discharge child from receiving state.

Importance	1.9	1.7	1.8
Performance	38	57	42
Additional Training	17	8	13
Entry Performance	60	67	61
OJT	97	96	97
In-Service	20	4	15

Task 15.10 Completes and submits Discharge Recommendation Report to supervisor.

Importance	1.7	1.6	1.6
Performance	37	62	43
Additional Training	12	4	8
Entry Performance	50	35	41
OJT	100	100	98
In-Service	26	23	27

Task 15.11 Closes case of interstate planning and placement on receipt of Order of Discharge.

Importance	1.9	1.8	1.9
Performance	35	57	41
Additional Training	12	0	7
Entry Performance	55	54	53
OJT	100	100	98
In-Service	18	4	15

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 16.0 CLOSES CASE.

Task 16.1 Conducts termination interview when services are no longer needed.

Importance	1.7	1.4	1.6
Performance	57	81	64
Additional Training	17	26	19
Entry Performance	32	26	30
OJT	96	91	94
In-Service	23	32	27

Task 16.2 Completes all recording on case.

Importance	1.9	1.5	1.7
Performance	58	83	66
Additional Training	17	11	14
Entry Performance	41	34	39
OJT	96	97	97
In-Service	22	26	23

Task 16.3 Prepares and submits Closing Summary.

Importance	1.8	1.7	1.8
Performance	59	81	66
Additional Training	7	12	8
Entry Performance	38	24	33
OJT	98	100	99
In-Service	15	24	18

Task 16.4 Completes and submits Notice of Case Activity, form DCW-130.

Importance	2.1	1.9	2.0
Performance	58	81	65
Additional Training	6	0	3
Entry Performance	61	56	59
OJT	96	100	98
In-Service	7	6	6

Task 16.5 Makes closing entry on case list.

Importance	2.2	1.9	2.1
Performance	45	74	53
Additional Training	10	0	5
Entry Performance	57	58	59
OJT	95	100	97
In-Service	12	6	9

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 16.0 CLOSES CASE (cont'd)			
Task 16.6 Files in closed files.			
Importance	2.2	1.9	2.1
Performance	53	71	58
Additional Training	6	3	5
Entry Performance	82	73	78
OJT	94	93	94
In-Service	4	7	5

Services to Unmarried Mothers
(Category III)

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 1.0 PROVIDES INTAKE SERVICES TO UNMARRIED MOTHER.			
Task 1.1 Receives request for services to unmarried mother.			
Importance	1.5	1.5	1.5
Performance	46	33	41
Additional Training	12	14	12
Entry Performance	47	64	52
OJT	95	100	97
In-Service	23	29	23
Task 1.2 Obtains specific information regarding situation and concern of unmarried mother.			
Importance	1.3	1.3	1.3
Performance	46	33	41
Additional Training	16	36	22
Entry Performance	33	29	33
OJT	93	93	92
In-Service	33	50	38
Task 1.3 Refers unmarried mother to M.D. if pregnancy has not been established by M.D.			
Importance	1.4	1.4	1.4
Performance	40	26	34
Additional Training	5	0	4
Entry Performance	54	64	56
OJT	95	100	96
In-Service	11	9	10
Task 1.4 Provides information regarding DCW services available.			
Importance	1.2	1.2	1.2
Performance	46	33	40
Additional Training	23	43	29
Entry Performance	14	21	15
OJT	98	93	95
In-Service	42	57	46
Task 1.5 Evaluates with unmarried mother areas of need and availability of DCW services.			
Importance	1.3	1.2	1.3
Performance	46	31	40
Additional Training	33	31	34
Entry Performance	5	23	8
OJT	91	92	90
In-Service	40	62	46

*Includes Vocational Teacher III and Case Aide.
**Includes Graduate Social Worker (N=3) and Social Service Aide (N=8) respondents.

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 1.0 PROVIDES INTAKE SERVICES TO UNMARRIED MOTHER (cont'd).			
Task 1.6 Establishes with unmarried mother conditions for continuing services.			
Importance	1.5	1.3	1.5
Performance	44	29	38
Additional Training	29	33	32
Entry Performance	10	33	14
OJT	95	92	91
In-Service	41	50	46
Task 1.7 Refers unmarried mother to other agency for services.			
Importance	1.5	1.3	1.4
Performance	43	29	38
Additional Training	20	8	20
Entry Performance	23	42	27
OJT	93	100	93
In-Service	23	33	27
Duty 2.0 OPENS CASE.			
Task 2.1 Checks files to determine whether there is a previous record.			
Importance	1.9	1.7	1.9
Performance	42	26	36
Additional Training	3	0	2
Entry Performance	77	73	75
OJT	90	100	92
In-Service	5	9	6
Task 2.2 Adds unmarried mother to case list.			
Importance	2.2	1.8	2.1
Performance	41	24	34
Additional Training	3	0	2
Entry Performance	66	70	66
OJT	90	100	92
In-Service	3	0	2
Task 2.3 Prepares and distributes Notice to Central Office, form DCW-121, to appropriate personnel.			
Importance	2.2	1.8	2.1
Performance	41	26	35
Additional Training	5	0	4
Entry Performance	55	64	57
OJT	95	100	96
In-Service	13	9	12

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 2.0 OPENS CASE (cont'd).

Task 2.4 Prepares and distributes Face Sheet I & II, form DCW-183, to appropriate personnel.

Importance	2.1	1.7	2.0
Performance	45	31	39
Additional Training	2	0	2
Entry Performance	48	69	53
OJT	95	100	96
In-Service	12	8	11

Task 2.5 Completes recording on intake phase.

Importance	1.7	1.5	1.6
Performance	45	31	39
Additional Training	12	23	14
Entry Performance	38	31	37
OJT	98	92	96
In-Service	21	38	25

Duty 3.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING PRE-NATAL PERIOD.

Task 3.1 Assists unmarried mother in arranging for medical care (pre-natal and delivery).

Importance	1.2	1.4	1.2
Performance	44	33	39
Additional Training	15	21	18
Entry Performance	22	36	25
OJT	95	93	95
In-Service	20	36	25

Task 3.2 Explores and assists unmarried mother in obtaining adequate living arrangements (apartment, foster home, group home, maternity home).

Importance	1.3	1.4	1.3
Performance	43	31	38
Additional Training	25	23	24
Entry Performance	13	31	16
OJT	95	92	95
In-Service	28	46	31

Task 3.3 Explores financial resources available to unmarried mother.

Importance	1.3	1.1	1.3
Performance	45	33	40
Additional Training	29	29	29
Entry Performance	24	14	21
OJT	95	86	91
In-Service	29	57	36

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 3.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING PRE-NATAL PERIOD (cont'd).

Task 3.4 Assists unmarried mother in obtaining employment.

Importance	1.6	1.8	1.7
Performance	38	31	34
Additional Training	29	23	26
Entry Performance	40	23	36
OJT	94	92	94
In-Service	23	38	26

Task 3.5 Assists unmarried mother in arranging for continuing educational experiences.

Importance	1.7	1.5	1.6
Performance	38	36	36
Additional Training	34	20	31
Entry Performance	34	40	37
OJT	94	93	92
In-Service	29	40	33

Task 3.6 Assists unmarried mother in obtaining family planning services.

Importance	1.3	1.6	1.4
Performance	44	31	38
Additional Training	22	23	23
Entry Performance	20	31	23
OJT	98	85	93
In-Service	37	38	38

Task 3.7 Assists unmarried mother in clarifying her legal rights and responsibilities for the unborn child.

Importance	1.3	1.4	1.3
Performance	44	33	39
Additional Training	37	57	42
Entry Performance	10	14	11
OJT	98	71	89
In-Service	41	71	49

Task 3.8 Formulates with unmarried mother tentative plan for unborn child.

Importance	1.1	1.0	1.1
Performance	49	33	42
Additional Training	46	36	45
Entry Performance	11	21	13
OJT	93	86	89
In-Service	41	50	45

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 3.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING PRE-NATAL PERIOD (cont'd).			
Task 3.9 Provides services to parents or family of unmarried mother.			
Importance	1.4	1.7	1.5
Performance	41	33	37
Additional Training	50	21	43
Entry Performance	8	29	13
OJT	97	86	93
In-Service	53	50	52
Task 3.10 Provides services to natural father of unborn child.			
Importance	1.9	1.9	1.9
Performance	33	26	29
Additional Training	55	27	49
Entry Performance	10	18	12
OJT	87	91	86
In-Service	58	45	56
Task 3.11 Completes and submits to supervisor Presentation Summary on parents of unborn child.			
Importance	1.3	1.4	1.3
Performance	37	26	32
Additional Training	18	27	20
Entry Performance	24	27	24
OJT	97	91	96
In-Service	32	55	37
Task 3.12 Completes recording on services during pre-natal period.			
Importance	1.9	1.6	1.8
Performance	46	26	38
Additional Training	7	9	7
Entry Performance	42	45	43
OJT	98	100	98
In-Service	19	36	21
Duty 4.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN ARRANGING FOR ADEQUATE FINANCIAL ASSISTANCE.			
Task 4.1 Determines need for financial assistance with unmarried mother.			
Importance	1.4	1.4	1.4
Performance	43	31	38
Additional Training	18	15	18
Entry Performance	33	38	36
OJT	98	100	95
In-Service	23	38	27

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 4.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN ARRANGING FOR ADEQUATE FINANCIAL ASSISTANCE (cont'd).			
Task 4.2 Assists unmarried mother in obtaining Medical Assistance from Bureau of Public Assistance.			
Importance	1.4	1.2	1.3
Performance	42	33	38
Additional Training	8	7	7
Entry Performance	36	43	38
OJT	100	93	98
In-Service	18	21	18
Task 4.3 Arranges with unmarried mother for reimbursement of maternity care costs, if applicable.			
Importance	1.9	1.5	1.8
Performance	34	24	30
Additional Training	19	20	20
Entry Performance	34	40	34
OJT	97	100	95
In-Service	16	50	25
Task 4.4 Prepares and submits Request for Assistance in Paying Maternity Care Costs, form DCW-123.			
Importance	1.8	1.6	1.8
Performance	32	21	27
Additional Training	20	0	15
Entry Performance	37	56	40
OJT	93	100	95
In-Service	23	33	25
Task 4.5 Prepares and submits Request for Maternity Care, form DCW-123A, or narrative Summary Requesting Approval for Maternity Care Costs.			
Importance	1.7	1.4	1.6
Performance	31	19	26
Additional Training	17	0	13
Entry Performance	24	50	29
OJT	97	100	97
In-Service	21	38	24
Task 4.6 Plans financial arrangements with doctor, hospital or maternity home for maternity care for unmarried mother.			
Importance	1.5	1.6	1.5
Performance	35	19	29
Additional Training	18	25	19
Entry Performance	18	38	21
OJT	94	100	95
In-Service	18	50	24

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 4.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN ARRANGING FOR ADEQUATE FINANCIAL ASSISTANCE (cont'd).

Task 4.7 Completes and distributes Notice of Case Activity, form DCW-130, following admission of unmarried mother to delivery facility when DCW is responsible for hospital costs.

Importance	1.8	1.6	1.8
Performance	29	21	25
Additional Training	11	11	11
Entry Performance	30	56	35
OJT	96	100	97
In-Service	19	22	19

Task 4.8 Completes and distributes Notice of Case Activity, form DCW-130, following release of unmarried mother to delivery facility when DCW is responsible for hospital costs.

Importance	2.0	1.7	1.9
Performance	29	21	25
Additional Training	11	11	11
Entry Performance	33	56	38
OJT	96	100	97
In-Service	15	11	14

Task 4.9 Completes and submits to Central Office Receiving Report - Imprest Cash Voucher, form DCW-110, with bills received for delivery or maternity care costs.

Importance	1.6	1.8	1.6
Performance	26	21	23
Additional Training	25	0	18
Entry Performance	21	44	27
OJT	96	100	97
In-Service	29	22	27

Task 4.10 Completes recording on all activities in arranging for adequate financial assistance.

Importance	1.6	1.6	1.6
Performance	39	19	30
Additional Training	14	13	14
Entry Performance	31	50	34
OJT	97	100	98
In-Service	14	38	18

Duty 5.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN CONNECTION WITH MATERNITY HOME CARE.

Task 5.1 Evaluates feasibility of maternity home care for unmarried mother.

Importance	1.4	1.4	1.4
Performance	38	33	35
Additional Training	34	29	33
Entry Performance	11	21	14
OJT	91	86	88
In-Service	43	43	43

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 5.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN CONNECTION WITH MATERNITY HOME CARE (cont'd).

Task 5.2 Assesses availability of maternity home care for unmarried mother.

Importance	1.5	1.6	1.5
Performance	38	31	34
Additional Training	31	15	30
Entry Performance	14	31	18
OJT	94	92	92
In-Service	31	38	34

Task 5.3 Prepares and submits referral letter to maternity home regarding admission of unmarried mother.

Importance	1.6	1.5	1.6
Performance	30	24	27
Additional Training	14	20	15
Entry Performance	21	30	26
OJT	93	100	95
In-Service	18	40	23

Task 5.4 Reviews maternity home admission procedures with unmarried mother.

Importance	1.6	1.2	1.5
Performance	34	31	32
Additional Training	16	23	19
Entry Performance	25	23	26
OJT	94	85	89
In-Service	19	46	28

Task 5.5 Assists unmarried mother in obtaining necessary tests for admission to maternity home.

Importance	1.6	1.4	1.6
Performance	34	29	31
Additional Training	16	8	13
Entry Performance	34	50	40
OJT	91	92	91
In-Service	19	17	18

Task 5.6 Prepares unmarried mother for admission to maternity home.

Importance	1.5	1.2	1.4
Performance	37	31	34
Additional Training	35	15	33
Entry Performance	12	15	12
OJT	94	92	90
In-Service	41	54	47

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 5.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN CONNECTION WITH MATERNITY HOME CARE (cont'd).

Task 5.7 Prepares unmarried mother for continuing services by DCW worker servicing maternity home.

Importance	1.5	1.2	1.4
Performance	34	31	32
Additional Training	31	8	24
Entry Performance	13	38	20
OJT	94	92	93
In-Service	34	31	33

Task 5.8 Completes and distributes Notice of Case Activity, form DCW-130, following admission of unmarried mother to maternity home.

Importance	2.1	1.8	2.1
Performance	33	21	28
Additional Training	10	0	7
Entry Performance	45	56	49
OJT	97	100	98
In-Service	19	11	17

Task 5.9 Maintains contact with maternity home personnel.

Importance	1.8	1.6	1.8
Performance	35	26	31
Additional Training	6	9	7
Entry Performance	36	55	42
OJT	97	91	96
In-Service	12	18	13

Task 5.10 Assists unmarried mother in making adjustment to maternity home.

Importance	1.5	1.7	1.5
Performance	27	17	23
Additional Training	28	29	30
Entry Performance	16	57	24
OJT	96	100	97
In-Service	36	43	36

Task 5.11 Assists unmarried mother with continued planning for her future.

Importance	1.2	1.4	1.2
Performance	29	24	27
Additional Training	33	30	36
Entry Performance	11	20	13
OJT	96	100	92
In-Service	44	50	49

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 5.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER IN CONNECTION WITH MATERNITY HOME CARE (cont'd).			
Task 5.12 Assists unmarried mother with continued planning for unborn child.			
Importance	1.2	1.2	1.2
Performance	31	34	28
Additional Training	34	40	39
Entry Performance	14	10	12
OJT	97	90	90
In-Service	41	70	51
Task 5.13 Provides services to parents or family of unmarried mother.			
Importance	1.7	1.4	1.6
Performance	34	26	30
Additional Training	47	27	43
Entry Performance	16	18	16
OJT	88	100	89
In-Service	47	64	52
Task 5.14 Provides services to natural father of unmarried mother's unborn child.			
Importance	2.0	1.8	1.9
Performance	30	24	26
Additional Training	39	40	39
Entry Performance	11	20	13
OJT	89	80	87
In-Service	46	70	53
Task 5.15 Completes all recording on maternity home services to unmarried mother.			
Importance	1.9	2.0	1.9
Performance	26	12	21
Additional Training	13	0	10
Entry Performance	33	60	40
OJT	100	100	100
In-Service	21	20	20
Duty 6.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TEMPORARY COMMITMENT OF CHILD TO DCW.			
Task 6.1 Confirms with unmarried mother plan formulated for child.			
Importance	1.3	1.3	1.3
Performance	42	26	36
Additional Training	13	27	17
Entry Performance	26	45	29
OJT	95	100	96
In-Service	28	36	31

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 6.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TEMPORARY COMMITMENT OF CHILD TO DCW (cont'd).

Task 6.2 Obtains signature of unmarried mother on temporary Consent to Voluntary Commitment, form DCW-167, and has form notarized.

Importance	1.4	1.3	1.4
Performance	37	21	31
Additional Training	6	0	4
Entry Performance	26	67	36
OJT	97	100	98
In-Service	21	11	18

Task 6.3 Plans for release of child with hospital staff.

Importance	1.5	1.4	1.5
Performance	35	24	30
Additional Training	9	30	14
Entry Performance	27	60	34
OJT	97	100	98
In-Service	15	30	18

Task 6.4 Prepares layette for child.

Importance	1.9	1.8	1.9
Performance	24	12	19
Additional Training	14	20	14
Entry Performance	32	60	39
OJT	100	100	100
In-Service	90	40	14

Task 6.5 Completes and submits to Central Office Receiving Report- Imprest Cash Voucher, form DCW-110, with bills received for layette items.

Importance	1.7	1.7	1.7
Performance	20	17	18
Additional Training	16	0	12
Entry Performance	21	57	31
OJT	95	100	96
In-Service	21	29	23

Task 6.6 Provides hospital with notarized temporary commitment form.

Importance	1.6	1.4	1.5
Performance	23	21	21
Additional Training	10	0	6
Entry Performance	38	78	52
OJT	100	100	100
In-Service	29	11	23

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 6.0 PLANS WITH AND PROVIDES SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TEMPORARY COMMITMENT OF CHILD TO DCW (cont'd).			
Task 6.7 Obtains Birth Record - Medical Information, form DCW-107, from hospital and distributes to appropriate DCW personnel.			
Importance	1.4	1.5	1.4
Performance	30	19	25
Additional Training	11	0	8
Entry Performance	29	75	41
OJT	100	100	100
In-Service	21	13	19
Task 6.8 Plans with appropriate DCW personnel for temporary foster home care for child.			
Importance	1.3	1.4	1.3
Performance	38	17	30
Additional Training	9	14	9
Entry Performance	29	71	36
OJT	97	100	98
In-Service	20	29	20
Task 6.9 Places child in temporary foster care home.			
Importance	1.4	1.3	1.4
Performance	27	17	23
Additional Training	4	29	9
Entry Performance	44	57	47
OJT	96	100	97
In-Service	24	43	26
Task 6.10 Completes and distributes Notice of Case Activity, form DCW-130, following change in placement of child.			
Importance	2.0	1.7	1.9
Performance	32	17	27
Additional Training	3	0	3
Entry Performance	47	71	51
OJT	100	86	97
In-Service	13	14	13
Task 6.11 Applies for Medical Assistance for child from Bureau of Public Assistance.			
Importance	1.6	1.3	1.5
Performance	27	24	25
Additional Training	8	10	8
Entry Performance	24	60	36
OJT	100	100	100
In-Service	28	20	25

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 6.0 PLANS WITH AND PROVIDES SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TEMPORARY COMMITMENT OF CHILD TO DCW (cont'd).			
Task 6.12 Provides continuing social work services to unmarried mother.			
Importance	1.4	1.0	1.3
Performance	42	24	35
Additional Training	38	30	39
Entry Performance	15	30	18
OJT	95	100	94
In-Service	46	50	47
Task 6.13 Completes recording on all activities connected with temporary commitment of child to DCW.			
Importance	1.8	1.4	1.7
Performance	35	21	30
Additional Training	6	11	7
Entry Performance	33	44	36
OJT	94	100	95
In-Service	12	33	16
Duty 7.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TO REMAIN WITH MOTHER.			
Task 7.1 Confirms with unmarried mother her plans for keeping her child.			
Importance	1.4	1.1	1.3
Performance	43	29	37
Additional Training	23	17	24
Entry Performance	38	43	35
OJT	98	92	94
In-Service	23	17	24
Task 7.2 Plans with unmarried mother her plans for keeping her child.			
Importance	1.3	1.1	1.2
Performance	42	29	36
Additional Training	38	25	38
Entry Performance	23	25	23
OJT	97	92	94
In-Service	33	42	38
Task 7.3 Assists unmarried mother with financial planning.			
Importance	1.4	1.3	1.4
Performance	39	29	34
Additional Training	25	25	26
Entry Performance	25	25	26
OJT	97	92	96
In-Service	19	25	22

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 7.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TO REMAIN WITH MOTHER (cont'd).			
Task 7.4 Assists unmarried mother with locating adequate living arrangements.			
Importance	1.8	1.4	1.7
Performance	32	24	29
Additional Training	23	20	21
Entry Performance	37	40	38
OJT	97	100	98
In-Service	13	20	14
Task 7.5 Assists unmarried mother in arranging for medical care for herself and child.			
Importance	1.3	1.2	1.3
Performance	38	29	34
Additional Training	11	17	12
Entry Performance	29	42	33
OJT	100	100	100
In-Service	11	25	14
Task 7.6 Assists unmarried mother in exploring vocational opportunities.			
Importance	1.4	1.3	1.4
Performance	40	29	35
Additional Training	30	17	27
Entry Performance	19	33	24
OJT	100	100	100
In-Service	30	25	29
Task 7.7 Assists unmarried mother in arranging for continuing education experiences.			
Importance	1.5	1.5	1.5
Performance	37	29	33
Additional Training	26	8	23
Entry Performance	32	42	35
OJT	97	100	98
In-Service	26	17	25
Task 7.8 Assists unmarried mother in obtaining family planning services.			
Importance	1.2	1.2	1.2
Performance	39	29	34
Additional Training	33	17	29
Entry Performance	14	42	22
OJT	97	100	98
In-Service	33	25	31

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 7.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS TO REMAIN WITH MOTHER (cont'd).			
Task 7.9 Assists unmarried mother in her adjustment in the community.			
Importance	1.3	1.3	1.3
Performance	38	29	34
Additional Training	40	25	37
Entry Performance	31	17	27
OJT	94	100	94
In-Service	37	50	41
Task 7.10 Completes recording on activities in assisting unmarried mother who plans to keep her child.			
Importance	1.8	1.6	1.8
Performance	40	26	34
Additional Training	8	9	8
Entry Performance	38	36	38
OJT	95	100	96
In-Service	19	18	18
Duty 8.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS ADOPTION.			
Task 8.1 Confirms with unmarried mother her plans to place her child for adoption.			
Importance	1.1	1.0	1.1
Performance	40	24	33
Additional Training	16	20	17
Entry Performance	30	30	29
OJT	97	90	96
In-Service	24	60	31
Task 8.2 Completes Presentation Summary on child.			
Importance	1.3	1.3	1.3
Performance	32	21	27
Additional Training	17	22	18
Entry Performance	20	33	23
OJT	100	100	100
In-Service	27	56	33
Task 8.3 Completes and submits Request for Verification of Divorce, form DCW-117, to appropriate county court clerk when necessary.			
Importance	1.9	1.7	1.9
Performance	32	21	27
Additional Training	3	0	3
Entry Performance	43	78	53
OJT	100	100	100
In-Service	10	11	10

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 8.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS ADOPTION (cont'd).			
Task 8.4 Verifies birth registration of child with hospital records.			
Importance	1.4	1.7	1.5
Performance	29	21	25
Additional Training	7	0	5
Entry Performance	48	78	57
OJT	96	100	97
In-Service	11	11	11
Task 8.5 Completes and submits Request for Verification of Birth, form DCW-118, to Division of Vital Statistics.			
Importance	1.7	1.7	1.7
Performance	30	21	26
Additional Training	4	0	3
Entry Performance	54	78	61
OJT	96	100	97
In-Service	11	11	11
Task 8.6 Interviews parents of unmarried mother regarding termination of legal rights, where appropriate.			
Importance	1.5	1.0	1.4
Performance	38	24	32
Additional Training	26	30	28
Entry Performance	20	20	20
OJT	97	100	96
In-Service	31	50	37
Task 8.7 Interview legal father of child regarding termination of legal rights, where appropriate.			
Importance	1.4	1.0	1.3
Performance	38	21	31
Additional Training	26	33	29
Entry Performance	17	22	18
OJT	89	89	87
In-Service	40	56	44
Task 8.8 Prepares appropriate Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate.			
Importance	1.5	1.2	1.4
Performance	37	21	30
Additional Training	9	0	7
Entry Performance	26	44	30
OJT	100	100	100
In-Service	24	22	25

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 8.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS ADOPTION (cont'd).			
Task 8.9 Prepares Statement of Representative of the Department, form DCW-160.			
Importance	1.8	1.5	1.7
Performance	35	19	29
Additional Training	15	0	12
Entry Performance	36	50	38
OJT	100	100	100
In-Service	24	25	24
Task 8.10 Files appropriate Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, together with Statement of Representative of the Department, form DCW-160, in circuit court clerk's office.			
Importance	1.7	1.4	1.6
Performance	34	19	28
Additional Training	13	0	10
Entry Performance	38	63	44
OJT	97	100	98
In-Service	19	25	20
Task 8.11 Prepares Order Terminating Parental Rights and Order of Judgment, form DCW-159.			
Importance	1.5	1.3	1.5
Performance	33	21	28
Additional Training	13	11	12
Entry Performance	29	44	32
OJT	100	100	100
In-Service	19	22	20
Task 8.12 Arranges appointment with Circuit Judge for private court hearing.			
Importance	1.6	1.9	1.7
Performance	33	21	28
Additional Training	10	0	7
Entry Performance	45	67	51
OJT	100	100	100
In-Service	16	22	17
Task 8.13 Represents DCW at court hearing.			
Importance	1.5	1.4	1.4
Performance	37	24	31
Additional Training	12	20	13
Entry Performance	44	30	40
OJT	97	100	98
In-Service	15	40	20

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 8.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER WHEN PLAN FOR CHILD IS ADOPTION (cont'd).

Task 8.14 Files Order, form DCW-159, with circuit court clerk and obtains certified copies of Order.

Importance	1.6	1.4	1.6
Performance	33	21	28
Additional Training	13	0	10
Entry Performance	45	56	49
OJT	97	100	98
In-Service	26	22	24

Task 8.15 Distributes Order, form DCW-159, to appropriate DCW personnel.

Importance	1.7	1.5	1.7
Performance	32	19	27
Additional Training	10	0	8
Entry Performance	43	50	46
OJT	97	100	97
In-Service	23	25	23

Task 8.16 Returns Medical Assistance Card on child placed for adoption to Bureau of Public Assistance.

Importance	2.0	1.8	1.9
Performance	21	21	20
Additional Training	5	0	3
Entry Performance	70	67	69
OJT	95	100	97
In-Service	20	22	21

Task 8.17 Completes recording on activities in assisting unmarried mother who releases her child for adoption.

Importance	1.6	1.5	1.6
Performance	37	19	30
Additional Training	9	13	9
Entry Performance	35	38	35
OJT	97	100	98
In-Service	18	38	21

Duty 9.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS.

Task 9.1 Prepares and submits Request for Involuntary Termination of Parental Rights, form DCW-161, to supervisor for approval and forwarding to DCW attorney.

Importance	1.4	1.4	1.4
Performance	30	17	25
Additional Training	36	14	33
Entry Performance	18	43	22
OJT	100	100	97
In-Service	39	29	39

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**

Duty 9.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS (cont'd).

Task 9.2 Receives Petition, form DCW-148, and Report of Filing of Petition for Involuntary Termination of Parental Rights, form DCW-177, from DCW attorney.

Importance	1.5	1.9	1.6
Performance	27	17	23
Additional Training	24	0	21
Entry Performance	40	71	45
OJT	96	100	94
In-Service	30	29	33

Task 9.3 Files Petition with circuit court clerk according to DCW attorney's instructions.

Importance	1.4	1.4	1.5
Performance	25	17	21
Additional Training	17	0	13
Entry Performance	30	43	35
OJT	96	100	97
In-Service	26	29	26

Task 9.4 Prepares and forwards Report of Filing of Petition for Involuntary Termination of Parental Rights, form DCW-177, to DCW attorney.

Importance	1.5	1.6	1.5
Performance	27	17	23
Additional Training	16	14	15
Entry Performance	24	57	30
OJT	100	100	100
In-Service	32	14	27

Task 9.5 Receives Order from DCW attorney.

Importance	1.7	1.4	1.6
Performance	27	17	23
Additional Training	12	0	9
Entry Performance	48	71	52
OJT	96	86	94
In-Service	24	14	21

Task 9.6 Consults with DCW attorney in preparation for court hearing.

Importance	1.4	1.4	1.4
Performance	29	17	24
Additional Training	11	57	23
Entry Performance	26	43	29
OJT	93	86	89
In-Service	19	43	26

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 9.0 OBTAINS INVOLUNTARY TERMINATION OF PARENTAL RIGHTS (cont'd).			
Task 9.7 Represents DCW court for hearing on Petition.			
Importance	1.3	1.6	1.3
Performance	29	17	24
Additional Training	26	57	34
Entry Performance	19	14	17
OJT	93	71	86
In-Service	33	57	40
Task 9.8 Obtains signed Order and certified copies.			
Importance	1.5	2.0	1.6
Performance	27	17	23
Additional Training	8	0	6
Entry Performance	36	57	39
OJT	96	86	94
In-Service	16	14	15
Task 9.9 Distributes copies of signed Order.			
Importance	1.6	1.7	1.7
Performance	27	17	23
Additional Training	8	0	6
Entry Performance	36	57	39
OJT	96	86	94
In-Service	16	14	15
Task 9.10 Completes recording on activities related to obtaining involuntary termination of parental rights.			
Importance	1.5	1.8	1.6
Performance	30	14	24
Additional Training	18	17	17
Entry Performance	32	50	34
OJT	96	100	97
In-Service	21	33	23
Duty 10.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING POST-NATAL PERIOD.			
Task 10.1 Assists unmarried mother with locating adequate living arrangements.			
Importance	2.0	1.6	1.9
Performance	34	26	31
Additional Training	19	18	18
Entry Performance	44	36	42
OJT	97	100	98
In-Service	13	27	16

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 10.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING POST-NATAL PERIOD (cont'd).			
Task 10.2 Assists unmarried mother in arranging post-natal medical care.			
Importance	1.6	1.7	1.6
Performance	37	31	34
Additional Training	18	23	18
Entry Performance	35	46	39
OJT	100	100	100
In-Service	15	31	18
Task 10.3 Assists unmarried mother with financial planning.			
Importance	1.6	1.5	1.6
Performance	38	31	34
Additional Training	17	23	18
Entry Performance	43	38	42
OJT	97	100	98
In-Service	9	38	16
Task 10.4 Assists unmarried mother in exploring vocational opportunities.			
Importance	1.5	1.8	1.6
Performance	39	31	35
Additional Training	28	8	22
Entry Performance	22	46	29
OJT	100	100	100
In-Service	25	23	24
Task 10.5 Assists unmarried mother in arranging for continuing education experiences.			
Importance	1.5	1.8	1.6
Performance	34	31	32
Additional Training	25	8	21
Entry Performance	31	46	36
OJT	97	100	98
In-Service	22	23	23
Task 10.6 Assists unmarried mother in obtaining family planning services.			
Importance	1.3	1.4	1.3
Performance	38	31	34
Additional Training	29	8	22
Entry Performance	20	31	24
OJT	100	100	100
In-Service	31	38	33

Data	DCW Job Positions		Total
	Social Worker N=93*	Juvenile Counselor N=42	N=146**
Duty 10.0 PLANS WITH AND PROVIDES DCW SERVICES TO UNMARRIED MOTHER DURING POST-NATAL PERIOD (cont'd).			
Task 10.7 Assists unmarried mother in her adjustment in the community.			
Importance	1.4	1.5	1.4
Performance	39	31	35
Additional Training	39	15	33
Entry Performance	31	23	27
OJT	94	92	92
In-Service	44	46	45
Task 10.8 Completes recording on services during post-natal period.			
Importance	2.0	1.7	2.0
Performance	38	29	34
Additional Training	6	8	6
Entry Performance	49	50	49
OJT	97	92	96
In-Service	17	17	16
Duty 11.0 TRANSFERS CASE WITHIN DEPARTMENT.			
Task 11.1 Reviews record of case being transferred.			
Importance	1.8	1.6	1.7
Performance	37	24	32
Additional Training	3	0	2
Entry Performance	44	50	46
OJT	91	100	93
In-Service	15	20	15
Task 11.2 Completes recording on case being transferred.			
Importance	1.7	1.7	1.7
Performance	37	24	32
Additional Training	6	10	7
Entry Performance	29	40	33
OJT	97	100	98
In-Service	18	30	20
Task 11.3 Prepares and distributes Transfer Summary to appropriate DCW personnel.			
Importance	1.9	1.4	1.8
Performance	37	24	32
Additional Training	6	10	7
Entry Performance	29	50	35
OJT	97	100	98
In-Service	15	20	15

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	

Duty 11.0 TRANSFERS CASE WITHIN DEPARTMENT (cont'd).

Task 11.4 Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate DCW personnel.

Importance	2.2	1.6	2.1
Performance	34	19	29
Additional Training	3	0	2
Entry Performance	44	63	48
OJT	97	100	98
In-Service	13	25	14

Duty 12.0 CLOSES CASE.

Task 12.1 Conducts termination interview with unmarried mother.

Importance	1.4	1.5	1.5
Performance	39	24	33
Additional Training	8	30	13
Entry Performance	14	30	17
OJT	97	90	96
In-Service	19	40	23

Task 12.2 Completes all recordings regarding unmarried mother's case.

Importance	1.9	1.6	1.8
Performance	40	24	34
Additional Training	5	10	6
Entry Performance	35	40	37
OJT	95	100	96
In-Service	19	30	20

Task 12.3 Prepares and submits Closing Summary on unmarried mother.

Importance	1.9	1.7	1.9
Performance	40	24	34
Additional Training	5	10	6
Entry Performance	38	50	41
OJT	97	100	98
In-Service	14	30	16

Task 12.4 Completes Notice of Case Activity, form DCW-130, to close case on unmarried mother.

Importance	2.2	1.6	2.1
Performance	38	21	32
Additional Training	3	11	4
Entry Performance	51	44	50
OJT	97	100	98
In-Service	9	33	13

Data	DCW Job Positions		Total N=146**
	Social Worker N=93*	Juvenile Counselor N=42	
Duty 12.0 CLOSES CASE (cont'd).			
Task 12.5 Makes closing entry on case list.			
Importance	2.2	1.9	2.2
Performance	31	19	27
Additional Training	3	0	3
Entry Performance	52	63	54
OJT	97	100	97
In-Service	7	13	8
Task 12.6 Files in closed cases.			
Importance	2.4	1.9	2.3
Performance	33	19	28
Additional Training	3	0	2
Entry Performance	71	63	68
OJT	97	100	98
In-Service	10	13	10

Appendix E

SOCIAL WORKER JOB REQUIREMENTS

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependant, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record.
	1.3	Adds case to case list.
	1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	*1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.
	**2.6	Provides necessary protective services to child alleged to be abused.
	**2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
	**2.8	Conducts interview with child alleged as being abused.
	**2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
	**2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
	**2.11	Reports information gathered in relation to alleged child abuse case as a witness in court hearing.
	**2.12	Provides court with evaluation of validity of alleged child abuse claim.
	**2.13	Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.
	**2.14	Informs parent(s) or guardian of continued DCW services.
	**2.15	Completes all recording on child abuse investigation.
	**2.16	Contacts referral source and shares findings regarding alleged child abuse situation.
	**2.17	Completes and distributes Child Abuse Investigation, form DCW-150.
3.0	3.1	Requests written report on neglect referrals received from other sources.
	**3.2	Obtains copy of court order on legal findings of neglect if referral is by court.
	**3.3	Conducts interview with informant of alleged child neglect situation.
	**3.4	Interprets agency function in alleged child neglect cases to referral sources.
	**3.5	Evaluates validity of alleged child neglect situation.
	*3.6	Makes appointment for an interview with parent(s) or guardian in nonemergency cases.
	**3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
	**3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
	**3.9	Provides necessary protective services to child alleged to be neglected.
	**3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
	**3.11	Conducts interview with child alleged to be neglected.
	**3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
	**3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
	**3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
	**3.15	Provides court with evaluation of validity of alleged child neglect claim.
	**3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
	**3.17	Informs parent(s) or guardian of continued DCW services.
	**3.18	Completes all recording on child neglect investigation.
	3.19	Contacts referral source and shares findings regarding suspected neglect situation.
4.0	**4.1	Prepares Social History Report on child and family situation.
	**4.2	Establishes treatment goals to be accomplished by delivery of protective services.
	**4.3	Develops treatment plan with parent(s) or guardian's participation.
	**4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
	**4.5	Provides social work services to child and family.
	**4.6	Assists child and family in obtaining services available through other agencies.
	**4.7	Modifies treatment plan according to progress made toward established goals.
	**4.8	Obtains commitment of child to DCW if child is to be removed from home.
	**4.9	Prepares child and family for separation if child is to be removed from home.
	**4.10	Places child in appropriate foster home or institution if child is removed from home.
	4.11	Completes and distributes Notice of Case Activity, form DCW-130, if child is removed from home.
	**4.12	Makes monthly progress reports on family to worker supervising child removed from home.
	**4.13	Conducts prearranged interviews with family when child is to be returned to home.
	4.14	Receives Notice of Case Activity, form DCW-130, when child is returned home.
	**4.15	Provides aftercare services to child and family following return of child to home.
5.0	**5.1	Initiates request to consider child for voluntary commitment to DCW.
	**5.2	Receives request to consider child for voluntary commitment to DCW.
	**5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
	**5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
6.0	**6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
	**6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
	**6.3	Prepares and files Petition, form DCW-148, with juvenile court.
	**6.4	Consults with DCW attorney as needed.
	**6.5	Represents DCW in court for hearing on Petition.
	**6.6	Obtains and distributes copies of Commitment Order, form DCW-164.
7.0	**7.1	Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.
	**7.5	Files Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate, and Statement of Representative of the Department, form DCW-160, with circuit court.
	**7.6	Arranges appointment with Circuit Court Judge.
	**7.7	Represents DCW at court hearing.
	**7.8	Obtains and distributes Order Terminating Parental Rights and Order of Judgment, form DCW-159.
	**7.9	Files Order with clerk and obtains certified copies of Order.

Continued

Duty	Task	Task Description
Protective Services (Category I) (Continued)		
8.0	**8.1	Conducts interview with parent(s) or guardian.
10.0	**10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
	10.2	Receives copy of release letter addressed to juvenile court judge from supervisor recommending that child be released from juvenile court commitment.
	**10.3	Notifies child and parent(s) or guardian that DCW no longer has custody.
12.0	**12.1	Reviews record of case being transferred.
	**12.2	Completes recording on case being transferred.
	**12.3	Prepares and distributes Transfer Summary to appropriate personnel.
	**12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
13.0	**13.1	Conducts termination interview when DCW services are no longer needed.
	**13.2	Completes all recording on case activity.
	**13.3	Prepares Closing Summary.
	13.4	Completes Notice of Case Activity, form DCW-130.
	13.5	Makes closing entry on case list.
	13.6	Files in closed cases.
Services to Juveniles in Community (Category II)		
1.0	*1.1	Receives request for services to juvenile in the community.
	*1.2	Checks files to determine whether there is a previous record on the child.
	1.3	Adds child to case list.
	1.4	Completes Notice to Central Office, form DCW-121.
	**1.5	Completes Face Sheet I & II, form DCW-183.
2.0	**2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
	*2.2	Arranges appointment to meet with child and his parent(s) or guardian.
	**2.3	Interviews parent(s) or guardian of child.
	**2.4	Interviews child.
	**2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
	**2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.
	**2.7	Represents DCW at juvenile court hearing.
	**2.8	Completes recording on investigation conducted.
3.0	*3.1	Receives referral from juvenile court placing child on probation to DCW.
	*3.2	Arranges appointment to meet with child placed on probation and his parent(s) or guardian.
	**3.3	Interviews parent(s) or guardian of child placed on probation.
	**3.4	Interviews child placed on probation.
	**3.5	Reviews conditions of probation with child and parent(s) or guardian.
	**3.6	Develops treatment plan with child and parent(s) or guardian.
	**3.7	Establishes treatment goals for child placed on probation.
	**3.8	Utilizes community resources where appropriate to facilitate treatment plan.
	**3.9	Provides continuing social work services to child and family.
	*3.10	Confers periodically with court regarding child placed on probation.
	3.11	Completes and distributes Notice of Case Activity, form DCW-130, upon termination of probation.
	**3.12	Completes all recording of activities regarding child placed on probation.
4.0	*4.1	Receives notice from juvenile court of child committed to DCW.
	**4.2	Interviews child committed to DCW.
	**4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
	*4.4	Obtains Official Judgment, form DCW-151, from juvenile court judge.
	**4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
	4.6	Completes and distributes Notice of Case Activity, form DCW-130, on child committed to DCW.
	4.7	Completes Request for Verification of Birth, form DCW-118, on child committed to DCW.
	4.8	Forwards original and one copy of Request for Verification of Birth, form DCW-118, to Division of Vital Statistics.
	4.9	Completes and distributes copies of Request for Verification of Birth, form DCW-118, to appropriate DCW personnel.
	**4.10	Interviews community sources regarding child committed to DCW.
	**4.11	Prepares Social History Report on child and family and forwards to Reception Center.
	*4.12	Notifies Reception Center of new admission.
	4.13	Arranges for transportation of child to Reception Center.
	**4.14	Provides appropriate personnel with forms required for admission to Reception Center.
5.0	*5.1	Maintains contact with child placed in institution by correspondence and visitation according to institutional regulations.
	*5.2	Arranges for family members to visit child placed in institution.
	*5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.
	**5.4	Provides social work services to parent(s) or guardian of child placed in institution.
	**5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
6.0	**6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
	*6.4	Contacts parent(s) or guardian and child at least once during period of authorized leave.
	*6.5	Plans for return of child to institution upon termination of authorized leave period.
7.0	*7.1	Receives notification of child's absence from institution.
	*7.2	Contacts family regarding child's unauthorized absence from institution.
	*7.3	Requests assistance of child's family in locating and returning to institution child absent without authorized leave.

Continued

Duty	Task	Task Description
Services to Juveniles in Community (Category II) (Continued)		
10.0	*10.1	Receives referral from DCW institution for return of child to community.
	**10.2	Assesses total community situation regarding return of child to community.
	**10.3	Prepares and submits Supervised Placement Evaluation to institution.
	*10.4	Receives progress report on child from institution.
	*10.5	Plans with appropriate community school personnel for re-entry of child to school.
	*10.6	Requests appropriate DCW institutional school personnel to forward child's school records to appropriate community school personnel.
	**10.7	Plans with parent(s) or guardian for child's return to community.
	**10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
	**10.9	Provides continuing services to child and parent(s) or guardian.
	**10.10	Utilizes community resources to assist child in adjustment to community.
	**10.11	Evaluates child's adjustment.
	**10.12	Prepares written report of child's progress.
	**10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
	*10.14	Submits Order of Discharge, form DCW-139, to appropriate personnel to close case.
	*10.15	Informs child of changed status.
11.0	*11.1	Receives notice from juvenile court that supervised placement violator is before the court on new offense.
	**11.2	Makes recommendations to judge regarding supervised placement violator.
	*11.3	Notifies supervisor of court's decision regarding supervised placement violator.
	*11.4	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
	*11.7	Completes and submits Notice of Case Activity, form DCW-130, on supervised placement violator to appropriate personnel.
	**11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
	**11.9	Prepares and submits child's case records to superintendent of receiving institution.
	**11.10	Provides continuing social work services to child's family.
13.0	*13.1	Reviews record of case being transferred.
	**13.2	Completes recording on case being transferred.
	**13.3	Prepares and distributes Transfer Summary to appropriate personnel.
	*13.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
14.0	**14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.
	**14.2	Processes referrals received from another state for planning and placement of a child.
	**14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
	*14.4	Completes and submits Face Sheet I & II, form DCW-183, to Central Office regarding interstate cases.
	**14.10	Evaluates local placement resources in view of referral request from another state.
	**14.11	Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.
16.0	**16.1	Conducts termination interview when services are no longer needed.
	**16.2	Completes all recording on case.
	**16.3	Prepares and submits Closing Summary.
	16.4	Completes and submits Notice of Case Activity, form DCW-130.
	16.5	Makes closing entry on case list.
	16.6	Files in closed files.
Services to Unmarried Mothers (Category III)		
1.0	**1.1	Receives request for services to unmarried mother.
	**1.2	Obtains specific information regarding situation and concern of unmarried mother.
	**1.4	Provides information regarding DCW services available.
	**1.5	Evaluates with unmarried mother areas of need and availability of DCW services.
2.0	2.4	Prepares and distributes Face Sheet I & II, form DCW-183, to appropriate personnel.
	**2.5	Completes recording on intake phase.
3.0	**3.3	Explores financial resources available to unmarried mother.
	**3.8	Formulates with unmarried mother tentative plan for unborn child.
	**3.12	Completes recording on services during pre-natal period.

*Indicates priority job requirements.

**Indicates priority job requirements identified as training needs.

Appendix F

JUVENILE COUNSELOR JOB REQUIREMENTS

Duty	Task	Task Description
Protective Services (Category I)		
1.0	**1.1	Receives request for Protective Services to child considered dependant, neglected, abandoned, abused or children with behavior problems.
	*1.2	Checks files to determine whether there is a current or previous record
	*1.3	Adds case to case list.
	*1.4	Prepares and distributes Notice to Central Office, form DCW-121.
	**1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
2.0	**2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	**2.3	Interprets agency function in alleged child abuse cases to referral source.
	**2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	**2.6	Provides necessary protective services to child alleged to be abused.
	**2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
	**2.8	Conducts interview with child alleged as being abused.
	**2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
	**2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
	**2.12	Provides court with evaluation of validity of alleged child abuse claim.
	**2.15	Completes all recording on child abuse investigation.
3.0	*3.2	Obtains copy of court order on legal findings of neglect if referral is by court.
	**3.3	Conducts interview with informant of alleged child neglect situation.
	**3.4	Interprets agency function in alleged child neglect cases to referral sources.
	**3.5	Evaluates validity of alleged child neglect situation.
	*3.6	Makes appointment for an interview with parent(s) or guardian in nonemergency cases.
	**3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
	**3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
	**3.9	Provides necessary protective services to child alleged to be neglected.
	**3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
	**3.11	Conducts interview with child alleged to be neglected.
	**3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
	**3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
	**3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
	**3.15	Provides court with evaluation of validity of alleged child neglect claim.
	**3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
	**3.17	Informs parent(s) or guardian of continued DCW services.
	**3.18	Completes all recording on child neglect investigation.
	3.19	Contacts referral source and shares findings regarding suspected neglect situation.
4.0	**4.1	Prepares Social History Report on child and family situation.
	**4.2	Establishes treatment goals to be accomplished by delivery of protective services.
	**4.3	Develops treatment plan with parent(s) or guardian's participation.
	**4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
	**4.5	Provides social work services to child and family.
	**4.6	Assists child and family in obtaining services available through other agencies.
	**4.7	Modifies treatment plan according to progress made toward established goals.
	**4.8	Obtains commitment of child to DCW if child is to be removed from home.
	**4.9	Prepares child and family for separation if child is to be removed from home.
	**4.10	Places child in appropriate foster home or institution if child is removed from home.
	*4.11	Completes and distributes Notice of Case Activity, form DCW-130, if child is removed from home.
	**4.12	Makes monthly progress reports on family to worker supervising child removed from home.
	**4.13	Conducts prearranged interviews with family when child is to be returned to home.
	4.14	Receives Notice of Case Activity, form DCW-130, when child is returned home.
	**4.15	Provides aftercare services to child and family following return of child to home.
5.0	**5.1	Initiates request to consider child for voluntary commitment to DCW.
	**5.2	Receives request to consider child for voluntary commitment to DCW.
	**5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
	**5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
	**5.5	Obtains agreement from parent(s) or guardian to provide monthly support payment of child being committed when appropriate.
6.0	**6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
	**6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
	**6.3	Prepares and files Petition, form DCW-148, with juvenile court.
	**6.4	Consults with DCW attorney as needed.
	**6.5	Represents DCW in court for hearing on Petition.
	*6.6	Obtains and distributes copies of Commitment Order, form DCW-164.
10.0	**10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
	*10.2	Receives copy of release letter addressed to juvenile court judge from supervisor recommending that child be released from juvenile court commitment.
	*10.3	Notifies child and parent(s) or guardian that DCW no longer has custody.
12.0	**12.1	Reviews record of case being transferred.
	**12.2	Completes recording on case being transferred.
	**12.3	Prepares and distributes Transfer Summary to appropriate personnel.
	**12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
13.0	**13.1	Conducts termination interview when DCW services are no longer needed.
	**13.2	Completes all recording on case activity.
	**13.3	Prepares Closing Summary.
	*13.4	Completes Notice of Case Activity, form DCW-130.

Continued

Duty	Task	Task Description
Protective Services (Category I) (Continued)		
13.0	13.5	Makes closing entry on case list.
	13.6	Files in closed cases.
Services to Juveniles in Community (Category II)		
1.0	*1.1	Receives request for services to juvenile in the community.
	*1.2	Checks files to determine whether there is a previous record on the child.
	*1.3	Adds child to case list
	*1.4	Completes Notice to Central Office, form DCW-121.
	*1.5	Completes Face Sheet I & II, form DCW-183.
2.0	**2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
	*2.2	Arranges appointment to meet with child and his parent(s) or guardian.
	**2.3	Interviews parent(s) or guardian of child.
	**2.4	Interviews child.
	**2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
	**2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.
	**2.7	Represents DCW at juvenile court hearing.
	**2.8	Completes recording on investigation conducted.
3.0	**3.1	Receives referral from juvenile court placing child on probation to DCW.
	*3.2	Arranges appointment to meet with child placed on probation and his parent(s) or guardian.
	**3.3	Interviews parent(s) or guardian of child placed on probation.
	**3.4	Interviews child placed on probation.
	**3.5	Reviews conditions of probation with child and parent(s) or guardian.
	**3.6	Develops treatment plan with child and parent(s) or guardian.
	**3.7	Establishes treatment goals for child placed on probation.
	**3.8	Utilizes community resources where appropriate to facilitate treatment plan.
	**3.9	Provides continuing social work services to child and family.
	**3.10	Confers periodically with court regarding child placed on probation.
	*3.11	Completes and distributes Notice of Case Activity, form DCW-130, upon termination of probation.
	**3.12	Completes all recording of activities regarding child placed on probation.
4.0	*4.1	Receives notice from juvenile court of child committed to DCW.
	**4.2	Interviews child committed to DCW.
	**4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
	*4.4	Obtains Official Judgment, form DCW-151, from juvenile court judge.
	**4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
	*4.6	Completes and distributes Notice of Case Activity, form DCW-130, on child committed to DCW.
	4.7	Completes Request for Verification of Birth, form DCW-118, on child committed to DCW.
	4.8	Forwards original and one copy of Request for Verification of Birth, form DCW-118, to Division of Vital Statistics.
	4.9	Completes and distributes copies of Request for Verification of Birth, form DCW-118, to appropriate DCW personnel.
	**4.10	Interviews community sources regarding child committed to DCW.
	**4.11	Prepares Social History Report on child and family and forwards to Reception Center.
	*4.12	Notifies Reception Center of new admission.
	*4.13	Arranges for transportation of child to Reception Center.
	**4.14	Provides appropriate personnel with forms required for admission to Reception Center.
5.0	*5.1	Maintains contact with child placed in institution by correspondence and visitation according to institutional regulations.
	*5.2	Arranges for family members to visit child placed in institution.
	**5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.
	**5.4	Provides social work services to parent(s) or guardian of child placed in institution.
	**5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
6.0	*6.1	Prepares and submits written request to Superintendent for authorized leave of child from institution.
	*6.2	Verifies circumstances of request for authorized leave received from institution.
	**6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
	*6.4	Contacts parent(s) or guardian and child at least once during period of authorized leave.
	*6.5	Plans for return of child to institution upon termination of authorized leave period.
	*6.6	Prepares and submits report to institution regarding adjustment of child during period of authorized leave.
7.0	*7.1	Receives notification of child's absence from institution.
	**7.2	Contacts family regarding child's unauthorized absence from institution.
	*7.3	Requests assistance of child's family in locating and returning to institution child absent without authorized leave.
	*7.4	Verifies notification of child's unauthorized absence from an institution with police.
	**7.6	Assists AWOL child in returning to institution.
	*7.7	Notifies appropriate law enforcement officials as to the whereabouts of AWOL child.
8.0	**8.1	Provides appropriate services to juvenile court when AWOL child appears in court on new offense.
	*8.2	Plans for return of AWOL child with appropriate DCW institutional personnel.
	*8.3	Arranges for transportation of AWOL child to appropriate DCW institution.
	**8.4	Prepares and distributes written report concerning child's AWOL to appropriate DCW personnel.
	*8.5	Completes and distributes Notice of Case Activity, form DCW-130, to appropriate DCW personnel on AWOL child being returned to an institution.

Continued

Duty	Task	Task Description
Services to Juveniles in Community (Category II) (Continued)		
9.0	**9.1	Reviews child's case record received from DCW institution.
	**9.2	Determines appropriate plan with child and parent(s) or guardian.
	**9.3	Plans for return of child to institution, if appropriate.
	9.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate DCW personnel.
	*9.5	Forwards child's case record to appropriate institution.
	*9.6	Arranges for transportation of child to appropriate institution.
	**9.7	Plans for supervised placement in community if appropriate.
	**9.8	Prepares and submits to supervisor Discharge Recommendation Report if appropriate.
10.0	*10.1	Receives referral from DCW institution for return of child to community.
	**10.2	Assesses total community situation regarding return of child to community.
	**10.3	Prepares and submits Supervised Placement Evaluation to institution.
	*10.4	Receives progress report on child from institution.
	**10.5	Plans with appropriate community school personnel for re-entry of child to school.
	*10.6	Requests appropriate DCW institutional school personnel to forward child's school records to appropriate community school personnel.
	**10.7	Plans with parent(s) or guardian for child's return to community.
	**10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
	**10.9	Provides continuing services to child and parent(s) or guardian.
	**10.10	Utilizes community resources to assist child in adjustment to community.
	**10.11	Evaluates child's adjustment.
	**10.12	Prepares written report of child's progress.
	**10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
	*10.14	Submits Order of Discharge, form DCW-139, to appropriate personnel to close case.
	*10.15	Informs child of changed status.
11.0	*11.1	Receives notice from juvenile court that supervised placement violator is before the court on new offense.
	**11.2	Makes recommendations to judge regarding supervised placement violator.
	*11.3	Notifies supervisor of court's decision regarding supervised placement violator.
	*11.4	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
	*11.5	Arranges for transportation of supervised placement violator to appropriate institution.
	*11.6	Notifies Reception Center of new admission.
	*11.7	Completes and submits Notice of Case Activity, form DCW-130, on supervised placement violator to appropriate personnel.
	**11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
	**11.9	Prepares and submits child's case records to superintendent of receiving institution.
	**11.10	Provides continuing social work services to child's family.
12.0	**12.2	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
	*12.3	Arranges for transportation of supervised placement violator to appropriate institution.
	**12.4	Completes and forwards Notice of Case Activity, form DCW-130, to appropriate personnel.
	**12.5	Completes and forwards Placement Violation Report to appropriate personnel.
	**12.6	Provides continuing social work services to child's family.
13.0	*13.1	Reviews record of case being transferred.
	**13.2	Completes recording on case being transferred.
	**13.3	Prepares and distributes Transfer Summary to appropriate personnel.
	*13.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
14.0	**14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.
	**14.2	Processes referrals received from another state for planning and placement of a child.
	**14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
	*14.4	Completes and submits Face Sheet I & II, form DCW-183, to Central Office regarding interstate cases.
	*14.5	Completes and submits Notice to Central Office, form DCW-121, to Central Office if request for planning and placement of a child is received directly from another state.
	*14.6	Receives Notice to Central Office, form DCW-121, on referrals from Central Office.
	*14.7	Checks file to determine whether there is a previous record.
	*14.8	Adds to case list.
	**14.9	Prepares case folder on interstate case.
	**14.10	Evaluates local placement resources in view of referral request from another state.
	**14.11	Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.
	**14.12	Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.
	*14.13	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel regarding interstate cases through interstate channels.
	**14.14	Provides social work services to child placed through Interstate Placement and Planning.
	**14.15	Prepares and submits progress report to sending state regarding interstate cases through interstate channels.
	**14.16	Notifies sending state through interstate channels and request resettlement/replacement through interstate channels when indicated.
	**14.17	Requests approval from sending state to terminate services.
	**14.19	Processes approval from sending state to terminate services.
	**14.20	Conducts termination interview of interstate case.
	**14.21	Completes all recording regarding interstate case.

Continued

Duty	Task	Task Description
Services to Juveniles in Community (Category II) (Continued)		
14.0	**14.22	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
	**14.23	Makes closing entry on case list.
	**14.24	Notifies sending state of closing out of case.
	14.25	File in closed files.
15.0	**15.1	Makes referral approved by supervisor through interstate channels for social work service needed.
	15.2	Receives referral evaluation from receiving state.
	**15.3	Plans and finalizes interstate placement of child.
	**15.4	Arranges out-of-state travel through Supervisor of Interstate Planning and Placement in Central Office.
	15.5	Prepares and distributes Notice of Case Activity, form DCW-130.
	**15.6	Processes Progress Report from receiving state regarding child.
	**15.7	Requests Progress Report from receiving state regarding child.
	**15.8	Requests recommendation to discharge child from receiving state.
	15.9	Receives recommendation to discharge child from receiving state.
	**15.10	Completes and submits Discharge Recommendation Report to supervisor.
	**15.11	Closes case of interstate planning and placement on receipt of Order of Discharge.
16.0	**16.1	Conducts termination interview when services are no longer needed.
	**16.2	Completes all recording on case.
	**16.3	Prepares and submits Closing Summary.
	16.4	Completes and submits Notice of Case Activity, form DCW-130.
	16.5	Makes closing entry on case list.
	16.6	Files in closed files.
Services to Unmarried Mothers (Category III)		
None		

*Indicates priority job requirements.

**Indicates priority job requirements identified as training needs.

Appendix G

GENERAL RESPONSIBILITIES DATA
FOR
JUVENILE SERVICE UNIT WORKERS

General Responsibilities Data
for
Juvenile Service Unit Workers[a]

Duty and Task	Importance	Performance	Additional Training	Entry Performance	OJT	In-Service
DUTY 1.0 PERFORMS ADMINISTRATIVE FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.						
Task 1.1 Prepares correspondence in connection with cases and DCW operation.	1.6	87.0%	17.5%	30.7%	95.6%	27.2%
Task 1.2 Completes and submits Travel Expense Voucher, form AP-6, and Monthly Travel Report, form DCW-35.	2.2	95.2%	5.1%	37.7%	94.2%	18.8%
Task 1.3 Completes and submits to supervisor Request for Approval of Homemaker Service, form DCW-127, with covering memorandum when homemaker service is needed.	1.6	60.3%	15.2%	27.8%	96.2%	32.1%
Task 1.4 Approves Time Sheet for Homemaker, form DCW-131, and forwards to supervisor.	1.6	24.4%	18.8%	31.3%	100.0%	31.3%
Task 1.5 Completes and submits to supervisor Statement of Homemaker Service, form DCW-126, and Receiving Report - Cash Imprest Voucher, form DCW-110, for approval.	1.6	23.7%	22.6%	19.4%	100.0%	29.0%
Task 1.6 Collects data and prepares statistical reports.	1.5	40.7%	23.7%	39.0%	89.8%	28.8%
DUTY 2.0 PERFORMS CASE MAINTENANCE FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.						
Task 2.1 Maintains case listing on all cases.	1.8	76.6%	11.7%	47.7%	97.3%	16.2%
Task 2.2 Maintains case review on all cases carried.	1.9	64.8%	16.0%	35.1%	96.8%	23.4%
Task 2.3 Supervises Homemaker when Homemaker Services involved in case.	1.6	35.1%	40.0%	13.0%	89.1%	60.9%
Task 2.4 Provides transportation for clients as necessitated by treatment plan (i.e., court appearances, medical attention, change in placement, etc.).	2.0	91.0%	5.4%	73.3%	93.9%	10.7%

Duty and Task	Importance	Performance	Additional Training	Entry Performance	OJT	In-Service
DUTY 2.0 PERFORMS CASE MAINTENANCE FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM (cont'd).						
Task 2.5 Supervises volunteers and/or para-professionals.	1.7	38.6%	59.3%	19.6%	82.1%	61.8%
Task 2.6 Informs clientele of their rights regarding discrimination and/or dissatisfaction with service.	1.5	93.0%	24.2%	35.3%	93.2%	35.3%
DUTY 3.0 PERFORMS COMMUNITY RELATIONS FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.						
Task 3.1 Participates in County Case Conferences.	1.9	75.2%	8.3%	54.6%	94.4%	14.8%
Task 3.2 Establishes and maintains working relationships within the community (i.e., courts, other agencies, schools, etc.).	1.1	90.3%	33.3%	40.3%	96.1%	38.0%
Task 3.3 Informs community referral sources (i.e., medical, legal, school, clergy, etc.) of available DCW services.	1.3	85.5%	29.3%	29.3%	95.9%	35.0%
Task 3.4 Prepares and delivers speeches.	2.1	46.9%	29.4%	22.3%	88.2%	45.6%
Task 3.5 Prepares news releases and submits to supervisor to obtain approval of Area Administrator.	2.0	23.7%	41.9%	29.0%	93.5%	45.2%
DUTY 4.0 PERFORMS PROFESSIONAL DEVELOPMENT FUNCTIONS REQUIRED TO MAINTAIN A QUALITATIVE AND PROFESSIONAL PROGRAM.						
Task 4.1 Prepares for conferences with supervisor.	1.6	83.4%	11.6%	57.9%	94.2%	17.4%
Task 4.3 Participates in workshops and training sessions.	1.5	88.3%	32.8%	76.2%	89.7%	31.0%
Task 4.4 Participates in committee assignments.	1.9	44.8%	21.5%	61.5%	92.3%	29.2%

[a]Percentages have been rounded to the nearest tenth.

Appendix H

ADDITIONAL TASKS PERFORMED BY JUVENILE SERVICE UNIT WORKERS

ADDITIONAL TASKS

Protective Service

1. Initiates release of child from voluntary commitment.
2. Refers child or family to other agencies for service.
3. Utilizes community resources when appropriate to facilitate treatment plan.
4. Prepares and completes DCW-120 Juvenile Court Reporting Form.

Service to Juveniles in the Community

5. Refers child or family to other agencies for services.
6. Completes and submits DCW-120 Juvenile Court Reporting Form.
7. Conducts termination interview(s) with child and family.

Services to Unmarried Mothers

8. Counsels with unmarried mother on child care and child rearing.
9. Assists unmarried mother with planning child care arrangements during her hospitalization.
10. Plans for placement of child in adoptive home.
11. Shares child's background information with prospective adoptive parents.

General Responsibilities

12. Participates in DCW staff meetings.
13. Participates in interagency conferences and meetings.
14. Interprets DCW function and services to the community.
15. Supervises and trains juvenile service workers, student social workers or student nurses.
16. Develops community resources.
17. Attends supervisory conferences.
18. Completes and submits Purchase of Care forms.
19. Recruits homemakers.
20. Interviews prospective homemakers.
21. Completes and submits homemaker studies.
22. Plans with family for placement of homemaker.
23. Plans with homemaker purpose for and goals of homemaker service to a family.
24. Plans with homemaker for termination of homemaker services.
25. Plans with family for termination of homemaker services.

Appendix I

JUVENILE SERVICE UNIT WORKER TRAINING NEEDS

Juvenile Service Unit Worker Training Needs Common
to Both Social Worker and Juvenile Counselor

Duty	Task	Task Description
Protective Services (Category I)		
1.0	1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
2.0	2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
	2.3	Interprets agency function in alleged child abuse cases to referral source.
	2.4	Makes unannounced visit to home where alleged child abuse has been reported.
	2.6	Provides necessary protective services to child alleged to be abused.
	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
	2.8	Conducts interview with child alleged as being abused.
	2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
	2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
	2.12	Provides court with evaluation of validity of alleged child abuse claim.
	2.15	Completes all recording on child abuse investigation.
3.0	3.3	Conducts interview with informant of alleged child neglect situation.
	3.4	Interprets agency function in alleged child neglect cases to referral sources.
	3.5	Evaluates validity of alleged child neglect situation.
	3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
	3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
	3.9	Provides necessary protective services to child alleged to be neglected.
	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
	3.11	Conducts interview with child alleged to be neglected.
	3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
	3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
	3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
	3.15	Provides court with evaluation of validity of alleged child neglect claim.
	3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
	3.17	Informs parent(s) or guardian of continued DCW services.
	3.18	Completes all recording on child neglect investigation.
4.0	4.1	Prepares Social History Report on child and family situation.
	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
	4.3	Develops treatment plan with parent(s) or guardian's participation.
	4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
	4.5	Provides social work services to child and family.
	4.6	Assists child and family in obtaining services available through other agencies.
	4.7	Modifies treatment plan according to progress made toward established goals.
	4.8	Obtains commitment of child to DCW if child is to be removed from home.
	4.9	Prepares child and family for separation if child is to be removed from home.
	4.10	Places child in appropriate foster home or institution if child is removed from home.
	4.12	Makes monthly progress reports on family to worker supervising child removed from home.
	4.13	Conducts prearranged interviews with family when child is to be returned to home.
	4.15	Provides aftercare services to child and family following return of child to home.
5.0	5.1	Initiates request to consider child for voluntary commitment to DCW.
	5.2	Receives request to consider child for voluntary commitment to DCW.
	5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
	5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
6.0	6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
	6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
	6.3	Prepares and files Petition, form DCW-148, with juvenile court.
	6.4	Consults with DCW attorney as needed.
	6.5	Represents DCW in court for hearing on Petition.
10.0	10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
12.0	12.1	Reviews record of case being transferred.
	12.2	Completes recording on case being transferred.
	12.3	Prepares and distributes Transfer Summary to appropriate personnel.
	12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
13.0	13.1	Conducts termination interview when DCW services are no longer needed.
	13.2	Completes all recording on case activity.
	13.3	Prepares Closing Summary.
Services to Juveniles in Community (Category II)		
2.0	2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
	2.3	Interviews parent(s) or guardian of child.
	2.4	Interviews child.
	2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
	2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.

Continued

Duty	Task	Task Description
Services to Juveniles in Community (Category II) (Continued)		
2.0	2.7	Represents DCW at juvenile court hearing.
	2.8	Completes recording on investigation conducted.
3.0	3.3	Interviews parent(s) or guardian of child placed on probation.
	3.4	Interviews child placed on probation.
	3.5	Reviews conditions of probation with child and parent(s) or guardian.
	3.6	Develops treatment plan with child and parent(s) or guardian.
	3.7	Establishes treatment goals for child placed on probation.
	3.8	Utilizes community resources where appropriate to facilitate treatment plan.
	3.9	Provides continuing social work services to child and family.
	3.12	Completes all recording of activities regarding child placed on probation.
4.0	4.2	Interviews child committed to DCW.
	4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
	4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
	4.10	Interviews community sources regarding child committed to DCW.
	4.11	Prepares Social History Report on child and family and forwards to Reception Center.
	4.14	Provides appropriate personnel with forms required for admission to Reception Center.
5.0	5.4	Provides social work services to parent(s) or guardian of child placed in institution.
	5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
6.0	6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
10.0	10.2	Assesses total community situation regarding return of child to community.
	10.3	Prepares and submits Supervised Placement Evaluation to institution.
	10.7	Plans with parent(s) or guardian for child's return to community.
	10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
	10.9	Provides continuing services to child and parent(s) or guardian.
	10.10	Utilizes community resources to assist child in adjustment to community.
	10.11	Evaluates child's adjustment.
	10.12	Prepares written report of child's progress.
	10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
11.0	11.2	Makes recommendations to judge regarding supervised placement violator.
	11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
	11.9	Prepares and submits child's case records to superintendent of receiving institution.
	11.10	Provides continuing social work services to child's family.
13.0	13.2	Completes recording on case being transferred.
	13.3	Prepares and distributes Transfer Summary to appropriate personnel.
14.0	14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.
	14.2	Processes referrals received from another state for planning and placement of a child.
	14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
	14.10	Evaluates local placement resources in view of referral request from another state.
	14.14	Provides social work services to child placed through Interstate Placement and Planning.
16.0	16.1	Conducts termination interview when services are no longer needed.
	16.2	Completes all recording on case.
	16.3	Prepares and submits Closing Summary.
Services to Unmarried Mothers (Category III)		
None		

Juvenile Service Unit Worker Training Needs
Specific to Social Workers

Duty	Task	Task Description
Protective Services (Category I)		
2.0	2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
	2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.
	2.11	Reports information gathered in relation to alleged child abuse case as a witness in court hearing.
	2.13	Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.
	2.14	Informs parent(s) or guardian of continued DCW services.
	2.16	Contacts referral source and shares findings regarding alleged child abuse situation.
	2.17	Completes and distributes Child Abuse Investigation, form DCW-130.

Continued

Duty	Task	Task Description
Protective Services (Category I) (Continued)		
3.0	3.2	Obtains copy of court order on legal findings of neglect if referral is by court.
6.0	6.6	Obtains and distributes copies of Commitment Order, form DCW-164.
7.0	7.1	Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.
	7.5	Files Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate, and Statement of Representative of the Department, form DCW-160, with circuit court.
	7.6	Arranges appointment with Circuit Court Judge.
	7.7	Represents DCW at court hearing.
	7.8	Obtains and distributes Order Terminating Parental Rights and Order of Judgment, form DCW-159.
	7.9	Files Order with clerk and obtains certified copies of Order.
8.0	8.1	Conducts interview with parent(s) or guardian.
10.0	10.3	Notifies child and parent(s) or guardian that DCW no longer has custody.
Services to Juveniles in Community (Category II)		
1.0	1.5	Completes Face Sheet I & II, form DCW-183.
Services to Unmarried Mothers (Category III)		
1.0	1.1	Receives request for services to unmarried mother.
	1.2	Obtains specific information regarding situation and concern of unmarried mother.
	1.4	Provides information regarding DCW services available.
	1.5	Evaluates with unmarried mother areas of need and availability of DCW services.
2.0	2.5	Completes recording on intake phase.
3.0	3.3	Explores financial resources available to unmarried mother.
	3.8	Formulates with unmarried mother tentative plan for unborn child.
	3.12	Completes recording on services during pre-natal period.

Juvenile Service Unit Worker Training Needs
Specific to Juvenile Counselor

Duty	Task	Task Description
Protective Services (Category I)		
1.0	1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
Services to Juveniles in Community (Category II)		
3.0	3.1	Receives referral from juvenile court placing child on probation to DCW.
	3.10	Confers periodically with court regarding child placed on probation.
5.0	5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.
7.0	7.2	Contacts family regarding child's unauthorized absence from institution.
	7.6	Assists AWOL child in returning to institution.
8.0	8.1	Provides appropriate services to juvenile court when AWOL child appears in court on new offense.
	8.4	Prepares and distributes written report concerning child's AWOL to appropriate DCW personnel.
9.0	9.1	Reviews child's case record received from DCW institution.
	9.2	Determines appropriate plan with child and parent(s) or guardian.
	9.3	Plans for return of child to institution, if appropriate.
	9.7	Plans for supervised placement in community if appropriate.
	9.8	Prepares and submits to supervisor Discharge Recommendation Report if appropriate.
10.0	10.5	Plans with appropriate community school personnel for re-entry of child to school.
12.0	12.2	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
	12.4	Completes and forwards Notice of Case Activity, form DCW-130, to appropriate personnel.
	12.5	Completes and forwards Placement Violation Report to appropriate personnel.
	12.6	Provides continuing social work services to child's family.
14.0	14.11	Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.
	14.12	Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.
	14.15	Prepares and submits progress report to sending state regarding interstate cases through interstate channels.
	14.16	Notifies sending state through interstate channels and request resettlement/replacement through interstate channels when indicated.
	14.17	Requests approval from sending state to terminate services.
	14.19	Processes approval from sending state to terminate services.

Continued

Duty	Task	Task Description
Services to Juveniles in Community (Category II) (Continued)		
14.0	14.20	Conducts termination interview of interstate case.
	14.21	Completes all recording regarding interstate case.
	14.22	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
	14.23	Makes closing entry on case list.
	14.24	Notifies sending state of closing out of case.
15.0	15.1	Makes referral approved by supervisor through interstate channels for social work services needed.
	15.3	Plans and finalizes interstate placement of child.
	15.4	Arranges out-of-state travel through Supervisor of Interstate Planning and Placement in Central Office.
	15.6	Processes Progress Report from receiving state regarding child.
	15.7	Requests Progress Report from receiving state regarding child.
	15.8	Requests recommendation to discharge child from receiving state.
	15.10	Completes and submits Discharge Recommendation Report to supervisor.
	15.11	Closes case of interstate planning and placement on receipt of Order of Discharge.
Services to Unmarried Mothers (Category III)		
None		

Appendix J

SOCIAL WORKER TRAINING NEEDS PRIORITY

Priority	Category	Duty	Task	Task Description
1.	I	3.0	3.9	Provides necessary protective services to child alleged to be neglected.
2.	I	3.0	3.5	Evaluates validity of alleged child neglect situation.
3.	I	4.0	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
4.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
5.	I	2.0	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
6.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
7.	I	6.0	6.5	Represents DCW in court for hearing on Petition.
8.	I	2.0	2.6	Provides necessary protective services to child alleged to be abused.
9.	I	4.0	4.5	Provides social work services to child and family.
10.	I	3.0	3.11	Conducts interview with child alleged to be neglected.
11.	I	4.0	4.9	Prepares child and family for separation if child is to be removed from home.
12.	I	4.0	4.15	Provides aftercare services to child and family following return of child to home.
13.	I	2.0	2.8	Conducts interview with child alleged as being abused.
14.	II	3.0	3.7	Establishes treatment goals for child placed on probation.
15.	II	3.0	3.6	Develops treatment plan with child and parent(s) or guardian.
16.	I	3.0	3.13	Provides court with evaluation of validity of alleged child neglect claim.
17.	I	2.0	2.4	Makes unannounced visit to home where alleged child abuse has been reported.
18.	I	3.0	3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
19.	II	3.0	3.9	Provides continuing social work services to child and family.
20.	I	8.0	8.1	Conducts interview with parent(s) or guardian.
21.	I	2.0	2.12	Provides court with evaluation of validity of alleged child abuse claim.
22.	I	2.0	2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
23.	II	4.0	4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
24.	I	4.0	4.6	Assists child and family in obtaining services available through other agencies.
25.	I	4.0	4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
26.	I	3.0	3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
27.	I	4.0	4.8	Obtains commitment of child to DCW if child is to be removed from home.
28.	II	10.0	10.9	Provides continuing services to child and parent(s) or guardian.
29.	I	7.0	7.1	Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.
30.	I	4.0	4.13	Conducts prearranged interviews with family when child is to be returned to home.
31.	I	2.0	2.3	Interprets agency function in alleged child abuse cases to referral source.
32.	I	5.0	5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
33.	III	3.0	3.8	Formulates with unmarried mother tentative plan for unborn child.
34.5	I	4.0	4.7	Modifies treatment plan according to progress made toward established goals.
34.5	I	6.0	6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
36.	II	4.0	4.2	Interviews child committed to DCW.
37.	II	3.0	3.8	Utilizes community resources where appropriate to facilitate treatment plan.
38.	II	2.0	2.4	Interviews child.
39.5	I	2.0	2.13	Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.
39.5	II	5.0	5.4	Provides social work services to parent(s) or guardian of child placed in institution.
41.5	II	2.0	2.7	Represents DCW at juvenile court hearing.
41.5	I	3.0	3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
43.	I	3.0	3.3	Conducts interview with informant of alleged child neglect situation.
44.	I	2.0	2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
45.	I	3.0	3.4	Interprets agency function in alleged child neglect cases to referral sources.
46.	I	1.0	1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
47.	I	4.0	4.10	Places child in appropriate foster home or institution if child is removed from home.
48.	I	2.0	2.11	Reports information gathered in relation to alleged child abuse case as a witness in court hearing.
49.	I	3.0	3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
50.	II	2.0	2.3	Interviews parent(s) or guardian of child.
51.	I	7.0	7.7	Represents DCW at court hearing.
52.5	I	2.0	2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.
52.5	II	3.0	3.4	Interviews child placed on probation.
54.	II	10.0	10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
55.	III	1.0	1.5	Evaluates with unmarried mother areas of need and availability of DCW services.
56.	I	3.0	3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
57.	II	10.0	10.10	Utilizes community resources to assist child in adjustment to community.
58.	II	4.0	4.11	Prepares Social History Report on child and family and forwards to Reception Center.
59.	II	11.0	11.2	Makes recommendations to judge regarding supervised placement violator.

Continued

Priority	Category	Duty	Task	Task Description
60.	III	1.0	1.4	Provides information regarding DCW services available.
61.	I	4.0	4.1	Prepares Social History Report on child and family situation.
62.	I	6.0	6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
63.5	II	10.0	10.11	Evaluates child's adjustment.
63.5	I	3.0	3.17	Informs parent(s) or guardian of continued DCW services.
65.	II	3.0	3.3	Interviews parent(s) or guardian of child placed on probation.
66.	I	3.0	3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
67.	I	2.0	2.14	Informs parent(s) or guardian of continued DCW services.
68.	II	11.0	11.10	Provides continuing social work services to child's family.
69.5	I	5.0	5.1	Initiates request to consider child for voluntary commitment to DCW.
69.5	I	13.0	13.1	Conducts termination interview when DCW services are no longer needed.
71.	II	10.0	10.2	Assesses total community situation regarding return of child to community.
72.	I	12.0	12.2	Completes recording on case being transferred.
73.	I	12.0	12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
74.	II	2.0	2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.
75.	I	2.0	2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
76.	I	3.0	3.18	Completes all recording on child neglect investigation.
77.	II	10.0	10.7	Plans with parent(s) or guardian for child's return to community.
78.	II	3.0	3.5	Reviews conditions of probation with child and parent(s) or guardian.
79.5	I	2.0	2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
79.5	III	3.0	3.3	Explores financial resources available to unmarried mother.
81.	I	5.0	5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
82.	I	2.0	2.15	Completes all recording on child abuse investigation.
83.	II	14.0	14.14	Provides social work services to child placed through Interstate Placement and Planning.
84.	I	10.0	10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
85.5	I	7.0	7.5	Files Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate, and Statement of Representative of the Department, form DCW-160, with circuit court.
85.5	II	14.0	14.2	Processes referrals received from another state for planning and placement of a child.
87.	I	13.0	13.2	Completes all recording on case activity.
88.	II	14.0	14.10	Evaluates local placement resources in view of referral request from another state.
89.	I	6.0	6.3	Prepares and files Petition, form DCW-148, with juvenile court.
90.	II	4.0	4.10	Interviews community sources regarding child committed to DCW.
91.	II	2.0	2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
92.	III	1.0	1.2	Obtains specific information regarding situation and concern of unmarried mother.
93.	I	12.0	12.3	Prepares and distributes Transfer Summary to appropriate personnel.
94.5	II	2.0	2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
94.5	II	16.0	16.1	Conducts termination interview when services are no longer needed.
96.	I	13.0	13.3	Prepares Closing Summary.
97.	II	2.0	2.8	Completes recording on investigation conducted.
98.	I	2.0	2.16	Contacts referral source and shares findings regarding alleged child abuse situation.
99.	I	6.0	6.4	Consults with DCW attorney as needed.
100.	I	12.0	12.1	Reviews record of case being transferred.
101.	II	10.0	10.3	Prepares and submits Supervised Placement Evaluation to institution.
102.	I	6.0	6.6	Obtains and distributes copies of Commitment Order, form DCW-164.
103.	II	13.0	13.2	Completes recording on case being transferred.
104.	I	5.0	5.2	Receives request to consider child for voluntary commitment to DCW.
105.	II	4.0	4.14	Provides appropriate personnel with forms required for admission to Reception Center.
106.	I	4.0	4.12	Makes monthly progress reports on family to worker supervising child removed from home.
107.	II	5.0	5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
108.	II	16.0	16.3	Prepares and submits Closing Summary.
109.	II	16.0	16.2	Completes all recording on case.
110.5	I	7.0	7.8	Obtains and distributes Order Terminating Parental Rights and Order of Judgment, form DCW-159.
110.5	II	1.0	1.5	Completes Face Sheet I & II, form DCW-183.
112.	I	3.0	3.2	Obtains copy of court order on legal findings of neglect if referral is by court.
113.	II	13.0	13.3	Prepares and distributes Transfer Summary to appropriate personnel.
114.5	II	10.0	10.12	Prepares written report of child's progress.
114.5	II	10.0	10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
116.	II	3.0	3.12	Completes all recording of activities regarding child placed on probation.
117.	III	1.0	1.1	Receives request for services to unmarried mother.
118.	I	2.0	2.17	Completes and distributes Child Abuse Investigation, form DCW-130.
119.	II	11.0	11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
120.	I	7.0	7.9	Files Order with clerk and obtains certified copies of Order.
121.	III	2.0	2.5	Completes recording on intake phase.
122.	I	10.0	10.3	Notifies child and parent(s) or guardian that DCW no longer has custody.
123.	II	11.0	11.9	Prepares and submits child's case records to superintendent of receiving institution.
124.	II	14.0	14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.

Continued

Priority	Category	Duty	Task	Task Description
125.	I	7.0	7.6	Arranges appointment with Circuit Court Judge.
126.	II	6.0	6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
127.	II	14.0	14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
128.	II	4.0	4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
129.	III	3.0	3.12	Completes recording on services during pre-natal period.

Appendix K

JUVENILE COUNSELOR TRAINING NEEDS PRIORITY

Priority	Category	Duty	Task	Task Description
1.	II	3.0	3.6	Develops treatment plan with child and parent(s) or guardian.
2.	II	3.0	3.7	Establishes treatment goals for child placed on probation.
3.	II	11.0	11.2	Makes recommendations to judge regarding supervised placement violator.
4.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
5.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
6.	II	3.0	3.3	Interviews parent(s) or guardian of child placed on probation.
7.	I	4.0	4.5	Provides social work services to child and family.
8.5	II	2.0	2.4	Interviews child.
8.5	II	10.0	10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
10.	II	2.0	2.3	Interviews parent(s) or guardian of child.
11.	II	3.0	3.4	Interviews child placed on probation.
12.	II	10.0	10.9	Provides continuing services to child and parent(s) or guardian.
13.	I	3.0	3.5	Evaluates validity of alleged child neglect situation.
14.	II	2.0	2.7	Represents DCW at juvenile court hearing.
15.	II	11.0	11.10	Provides continuing social work services to child's family.
16.	I	4.0	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
17.	I	3.0	3.9	Provides necessary protective services to child alleged to be neglected.
18.	II	10.0	10.10	Utilizes community resources to assist child in adjustment to community.
19.	II	3.0	3.9	Provides continuing social work services to child and family.
20.5	I	2.0	2.6	Provides necessary protective services to child alleged to be abused.
20.5	II	4.0	4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
22.	II	10.0	10.7	Plans with parent(s) or guardian for child's return to community.
23.	II	5.0	5.4	Provides social work services to parent(s) or guardian of child placed in institution.
24.	II	12.0	12.6	Provides continuing social work services to child's family.
25.	I	2.0	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
26.5	I	2.0	2.4	Makes unannounced visit to home where alleged child abuse has been reported.
26.5	II	10.0	10.11	Evaluates child's adjustment.
28.5	I	3.0	3.11	Conducts interview with child alleged to be neglected.
28.5	II	10.0	10.2	Assesses total community situation regarding return of child to community.
30.	II	4.0	4.2	Interviews child committed to DCW.
31.	I	4.0	4.13	Provides aftercare services to child and family following return of child to home.
32.	I	4.0	4.9	Prepares child and family for separation if child is to be removed from home.
33.	II	3.0	3.8	Utilizes community resources where appropriate to facilitate treatment plan.
34.	II	4.0	4.11	Prepares Social History Report on child and family and forwards to Reception Center.
35.5	I	1.0	1.1	Receives request for Protective Services to child considered dependent, neglected, abandoned, abused or children with behavior problems.
35.5	I	4.0	4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
37.	I	2.0	2.8	Conducts interview with child alleged as being abused.
38.5	I	3.0	3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
38.5	I	3.0	3.15	Provides court with evaluation of validity of alleged child neglect claim.
40.5	I	3.0	3.3	Conducts interview with informant of alleged child neglect situation.
40.5	II	14.0	14.10	Evaluates local placement resources in view of referral request from another state.
42.	I	4.0	4.7	Modifies treatment plan according to progress made toward established goals.
43.	I	2.0	2.3	Interprets agency function in alleged child abuse cases to referral source.
44.	I	2.0	2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
45.	I	2.0	2.12	Provides court with evaluation of validity of alleged child abuse claim.
46.	II	14.0	14.2	Processes referrals received from another state for planning and placement of a child.
47.	II	14.0	14.14	Provides social work services to child placed through Interstate Placement and Planning.
48.	II	9.0	9.7	Plans for supervised placement in community if appropriate.
49.	I	4.0	4.6	Assists child and family in obtaining services available through other agencies.
50.	I	6.0	6.5	Represents DCW in court for hearing on Petition.
51.	II	9.0	9.2	Determines appropriate plan with child and parent(s) or guardian.
52.	I	6.0	6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
53.	II	10.0	10.3	Prepares and submits Supervised Placement Evaluation to institution.
54.	II	2.0	2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
55.	I	4.0	4.13	Conducts prearranged interviews with family when child is to be returned to home.
56.	II	4.0	4.10	Interviews community sources regarding child committed to DCW.
57.	I	3.0	3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
58.	II	3.0	3.5	Reviews conditions of probation with child and parent(s) or guardian.
59.	I	4.0	4.10	Places child in appropriate foster home or institution if child is removed from home.
60.	II	2.0	2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.
61.	II	16.0	16.1	Conducts termination interview when services are no longer needed.
62.5	I	4.0	4.8	Obtains commitment of child to DCW if child is to be removed from home.
62.5	II	15.0	15.1	Makes referral approved by supervisor through interstate channels for social work services needed.
64.5	I	2.0	2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.

Continued

Priority	Category	Duty	Task	Task Description
64.5	II	15.0	15.3	Plans and finalizes interstate placement of child.
66.5	I	3.0	3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
66.5	I	5.0	5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
68.	II	8.0	8.1	Provides appropriate services to juvenile court when AWOL child appears in court on new offense.
69.	I	3.0	3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
70.	I	6.0	6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
71.	I	2.0	2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
72.5	II	14.0	14.16	Notifies sending state through interstate channels and request resettlement/replacement through interstate channels when indicated.
72.5	II	14.0	14.15	Prepares and submits progress report to sending state regarding interstate cases through interstate channels.
74.	II	12.0	12.5	Completes and forwards Placement Violation Report to appropriate personnel.
75.5	II	5.0	5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.
75.5	II	14.0	14.12	Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.
77.	I	3.0	3.4	Interprets agency function in alleged child neglect cases to referral sources.
78.	I	2.0	2.15	Completes all recording on child abuse investigation.
79.	II	3.0	3.1	Receives referral from juvenile court placing child on probation to DCW.
80.	II	14.0	14.11	Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.
81.	II	5.0	5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
82.	II	7.0	7.6	Assists AWOL child in returning to institution.
83.	II	16.0	16.2	Completes all recording on case.
84.	II	16.0	16.3	Prepares and submits Closing Summary.
85.	I	3.0	3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
86.	II	10.0	10.12	Prepares written report of child's progress.
87.	II	10.0	10.5	Plans with appropriate community school personnel for re-entry of child to school.
88.	II	2.0	2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
89.	II	10.0	10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
90.	II	7.0	7.2	Contacts family regarding child's unauthorized absence from institution.
91.	II	13.0	13.2	Completes recording on case being transferred.
92.	I	3.0	3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
93.	II	13.0	13.3	Prepares and distributes Transfer Summary to appropriate personnel.
94.	II	2.0	2.8	Completes recording on investigation conducted.
95.	II	14.0	14.20	Conducts termination interview of interstate case.
96.	II	3.0	3.12	Completes all recording of activities regarding child placed on probation.
97.	I	5.0	5.1	Initiates request to consider child for voluntary commitment to DCW.
98.	II	14.0	14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.
99.	II	14.0	14.17	Requests approval from sending state to terminate services.
100.5	I	12.0	12.2	Completes recording on case being transferred.
100.5	I	12.0	12.3	Prepares and distributes Transfer Summary to appropriate personnel.
102.	II	15.0	15.4	Arranges out-of-state travel through Supervisor of Interstate Planning and Placement in Central Office.
103.	II	11.0	11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
104.	II	6.0	6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
105.	I	4.0	4.1	Prepares Social History Report on child and family situation.
106.	II	14.0	14.21	Completes all recording regarding interstate case.
107.5	I	3.0	3.17	Informs parent(s) or guardian of continued DCW services.
107.5	II	9.0	9.8	Prepares and submits to supervisor Discharge Recommendation Report if appropriate.
109.5	I	3.0	3.18	Completes all recording on child neglect investigation.
109.5	II	4.0	4.14	Provides appropriate personnel with forms required for admission to Reception Center.
111.	I	13.0	13.1	Conducts termination interview when DCW services are no longer needed.
112.	II	12.0	12.2	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
113.	II	9.0	9.3	Plans for return of child to institution, if appropriate.
114.	I	1.0	1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
115.	I	10.0	10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
116.	I	6.0	6.3	Prepares and files Petition, form DCW-148, with juvenile court.
117.	I	6.0	6.4	Consults with DCW attorney as needed.
118.	I	5.0	5.5	Obtains agreement from parent(s) or guardian to provide monthly support payment of child being committed when appropriate.
119.	I	13.0	13.3	Prepares Closing Summary.
120.	I	4.0	4.12	Makes monthly progress reports on family to worker supervising child removed from home.
121.	II	8.0	8.4	Prepares and distributes written report concerning child's AWOL to appropriate DCW personnel.

Continued

Priority	Category	Duty	Task	Task Description
122.	II	15.0	15.6	Processes Progress Report from receiving state regarding child.
123.	II	15.0	15.10	Completes and submits Discharge Recommendation Report to supervisor.
124.	II	4.0	4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
125.	I	5.0	5.2	Receives request to consider child for voluntary commitment to DCW.
126.5	II	14.0	14.19	Processes approval from sending state to terminate services.
126.5	II	15.0	15.8	Requests recommendation to discharge child from receiving state.
128.	II	3.0	3.10	Confers periodically with court regarding child placed on probation.
129.	I	13.0	13.2	Completes all recording on case activity.
130.	II	14.0	14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
131.	I	5.0	5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
132.	I	12.0	12.1	Reviews record of case being transferred.
133.	I	12.0	12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
134.	II	14.0	14.9	Prepares case folder on interstate case.
135.	II	12.0	12.4	Completes and forwards Notice of Case Activity, form DCW-130, to appropriate personnel.
136.	II	14.0	14.24	Notifies sending state of closing out of case.
137.	II	15.0	15.7	Requests Progress Report from receiving state regarding child.
138.	II	11.0	11.9	Prepares and submits child's case records to superintendent of receiving institution.
139.	II	14.0	14.23	Makes closing entry on case list.
140.	II	14.0	14.22	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
141.	II	9.0	9.1	Reviews child's case record received from DCW institution.
142.	II	15.0	15.11	Closes case of interstate planning and placement on receipt of Order of Discharge.

Appendix L

JUVENILE SERVICE UNIT WORKER TRAINING NEEDS PRIORITY

Priority of Juvenile Service Unit Worker Training Needs
Common to Both Social Worker and Juvenile Counselor

Priority	Category	Duty	Task	Task Description
1.	I	3.0	3.10	Conducts interview with parent(s) or guardian suspected of child neglect.
2.	I	4.0	4.3	Develops treatment plan with parent(s) or guardian's participation.
3.	I	3.0	3.5	Evaluates validity of alleged child neglect situation.
5.	I	4.0	4.5	Provides social work services to child and family.
5.	II	3.0	3.6	Develops treatment plan with child and parent(s) or guardian.
5.	II	3.0	3.7	Establishes treatment goals for child placed on probation.
7.	I	3.0	3.9	Provides necessary protective services to child alleged to be neglected.
8.	I	4.0	4.2	Establishes treatment goals to be accomplished by delivery of protective services.
9.	I	2.0	2.6	Provides necessary protective services to child alleged to be abused.
10.	I	2.0	2.7	Conducts interview with parent(s) or guardian or other persons suspected of child abuse.
11.	II	3.0	3.9	Provides continuing social work services to child and family.
12.	I	3.0	3.11	Conducts interview with child alleged to be neglected.
13.	II	10.0	10.9	Provides continuing services to child and parent(s) or guardian.
14.5	I	4.0	4.9	Prepares child and family for separation if child is to be removed from home.
14.5	I	4.0	4.15	Provides aftercare services to child and family following return of child to home.
16.5	I	2.0	2.4	Makes unannounced visit to home where alleged child abuse has been reported.
16.5	II	4.0	4.3	Interprets circumstances around commitment, and plans treatment program for child with parent(s) or guardian.
18.	II	2.0	2.4	Interviews child.
19.	I	2.0	2.8	Conducts interview with child alleged as being abused.
20.	I	3.0	3.15	Provides court with evaluation of validity of alleged child neglect claim.
21.	II	2.0	2.7	Represents DCW at juvenile court hearing.
22.	I	6.0	6.5	Represents DCW in court for hearing on Petition.
23.	II	2.0	2.3	Interviews parent(s) or guardian of child.
24.	I	4.0	4.4	Conducts interviews with parent(s) or guardian and child according to treatment plan.
25.	II	11.0	11.2	Makes recommendations to judge regarding supervised placement violator.
26.5	II	5.0	5.4	Provides social work services to parent(s) or guardian of child placed in institution.
26.5	II	10.0	10.8	Establishes conditions of supervised placement and continuing services with child and parent(s) or guardian.
28.	II	3.0	3.4	Interviews child placed on probation.
29.	I	3.0	3.7	Makes unannounced visit to home where suspected child neglect has been reported in emergency cases.
30.5	II	4.0	4.2	Interviews child committed to DCW.
30.5	I	2.0	2.12	Provides court with evaluation of validity of alleged child abuse claim.
32.	II	3.0	3.8	Utilizes community resources where appropriate to facilitate treatment plan.
33.	II	3.0	3.3	Interviews parent(s) or guardian of child placed on probation.
34.	I	2.0	2.3	Interprets agency function in alleged child abuse cases to referral source.
35.	I	4.0	4.6	Assists child and family in obtaining services available through other agencies.
36.	II	10.0	10.10	Utilizes community resources to assist child in adjustment to community.
37.	I	4.0	4.7	Modifies treatment plan according to progress made toward established goals.
38.	I	1.0	1.1	Receives request for Protective Services to child considered dependant, neglected, abandoned, abused or children with behavior problems.
39.	II	11.0	11.10	Provides continuing social work services to child's family.
40.	I	3.0	3.3	Conducts interview with informant of alleged child neglect situation.
41.	I	4.0	4.13	Conducts prearranged interviews with family when child is to be returned to home.
42.	I	6.0	6.1	Obtains temporary custody of child if situation deems it necessary after consultation with supervisor.
43.	I	2.0	2.10	Gathers factual information which documents dates, times, and occurrences of alleged child abuse.
44.	II	10.0	10.7	Plans with parent(s) or guardian for child's return to community.
45.	I	4.0	4.8	Obtains commitment of child to DCW if child is to be removed from home.
46.	II	10.0	10.11	Evaluates child's adjustment.
47.	II	4.0	4.11	Prepares Social History Report on child and family and forwards to Reception Center.
48.	I	2.0	2.9	Conducts interview with other sources as indicated by nature of alleged child abuse situation.
49.5	I	3.0	3.14	Reports information gathered in relation to child neglect case as a witness in court hearing.
49.5	I	5.0	5.3	Conducts interview with parent(s) or guardian regarding voluntary commitment of child to DCW.
51.	II	10.0	10.2	Assesses total community situation regarding return of child to community.
52.	I	4.0	4.10	Places child in appropriate foster home or institution if child is removed from home.
53.	I	3.0	3.8	Obtains court order to proceed with child neglect investigation if parent(s) or guardian refuses to cooperate.
54.	I	3.0	3.12	Conducts interview with other sources as indicated by nature of child neglect situation.
55.	I	3.0	3.4	Interprets agency function in alleged child neglect cases to referral sources.
56.	I	3.0	3.16	Interprets decision made by court regarding validity of child neglect claim to parent(s) or guardian.
57.	II	14.0	14.10	Evaluates local placement resources in view of referral request from another state.
58.	II	14.0	14.14	Provides social work services to child placed through Interstate Placement and Planning.
59.	II	14.0	14.2	Processes referrals received from another state for planning and placement of a child.

Continued

Priority	Category	Duty	Task	Task Description
60.	I	6.0	6.2	Prepares and forwards Social History Report of findings to juvenile court, Central Office and other involved DCW facilities.
61.	II	2.0	2.6	Prepares Preliminary Investigation Report and distributes to appropriate personnel.
62.	II	3.0	3.5	Reviews conditions of probation with child and parent(s) or guardian.
63.	I	2.0	2.2	Completes and distributes Report of Suspected Child Abuse, form DCW-115, on complaints received from sources other than Central Office.
64.	II	2.0	2.1	Receives request from juvenile court to make Preliminary Investigation Report on child before the court.
65.	II	4.0	4.10	Interviews community sources regarding child committed to DCW.
66.	I	3.0	3.13	Gathers factual information which documents dates, times, and occurrences of child neglect.
67.	II	16.0	16.1	Conducts termination interview when services are no longer needed.
68.	I	2.0	2.15	Completes all recording on child abuse investigation.
69.	II	10.0	10.3	Prepares and submits Supervised Placement Evaluation to institution.
70.	I	4.0	4.1	Prepares Social History Report on child and family situation.
71.	I	5.0	5.1	Initiates request to consider child for voluntary commitment to DCW.
72.	I	3.0	3.17	Informs parent(s) or guardian of continued DCW services.
73.	I	12.0	12.2	Completes recording on case being transferred.
74.	I	13.0	13.1	Conducts termination interview when DCW services are no longer needed.
75.	II	2.0	2.5	Interviews collateral resources (i.e., school officials, PA worker, etc.).
76.	I	3.0	3.18	Completes all recording on child neglect investigation.
77.	II	5.0	5.5	Prepares and submits periodic supplementary reports to institutional personnel regarding progress with family.
78.	II	2.0	2.8	Completes recording on investigation conducted.
79.5	II	16.0	16.2	Completes all recording on case.
79.5	II	16.0	16.3	Prepares and submits Closing Summary.
81.	I	12.0	12.3	Prepares and distributes Transfer Summary to appropriate personnel.
82.	II	13.0	13.2	Completes recording on case being transferred.
83.	I	10.0	10.1	Prepares and forwards Closing Summary to supervisor along with case records on child.
84.	II	10.0	10.12	Prepares written report of child's progress.
85.	II	10.0	10.13	Prepares and submits Discharge Recommendation Report when indicated by child's progress.
86.	I	6.0	6.3	Prepares and files Petition, form DCW-148, with juvenile court.
87.5	II	13.0	13.3	Prepares and distributes Transfer Summary to appropriate personnal.
87.5	I	12.0	12.4	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
89.5	I	5.0	5.4	Obtains Consent to Voluntary Commitment, form DCW-167, from parent(s) or guardian of child being committed.
89.5	II	3.0	3.12	Completes all recording of activities regarding child placed on probation.
91.	II	4.0	4.14	Provides appropriate personnel with forms required for admission to Reception Center.
92.	I	13.0	13.3	Prepares Closing Summary.
93.5	I	6.0	6.4	Consults with DCW attorney as needed.
93.5	I	13.0	13.2	Completes all recording on case activity.
95.5	II	11.0	11.8	Completes and submits Placement Violation Report on supervised placement violator to appropriate personnel.
95.5	II	14.0	14.1	Receives referral for services from Supervisor of Interstate Planning and Placement in Central Office.
97.	I	4.0	4.12	Makes monthly progress reports on family to worker supervising child removed from home.
98.	I	5.0	5.2	Receives request to consider child for voluntary commitment to DCW.
99.	II	6.0	6.3	Explains function and purpose of child's authorized leave to parent(s) or guardian.
100.	I	12.0	12.1	Reviews record of case being transferred.
101.	II	4.0	4.5	Completes Official Judgment, form DCW-151, and submits to court for certification.
102.	II	14.0	14.3	Forwards copy of referral received direct to Supervisor of Interstate Planning and Placement in Central Office.
103.	II	11.0	11.9	Prepares and submits child's case records to superintendent of receiving institution.

Priority of Juvenile Service Unit Worker Training Needs
Specific to Social Worker

Priority	Category	Duty	Task	Task Description
1.	I	8.0	8.1	Conducts interview with parent(s) or guardian.
2.	I	7.0	7.1	Conducts interview with parent(s) or guardian concerning voluntary termination of parental rights.
3.	III	3.0	3.8	Formulates with unmarried mother tentative plan for unborn child.
4.	I	2.0	2.13	Interprets decisions made by the court regarding validity of child abuse claim to parent(s) or guardian.
5.	I	2.0	2.11	Reports information gathered in relation to alleged child abuse case as a witness in court hearing.

Continued

Priority	Category	Duty	Task	Task Description
6.	I	7.0	7.7	Represents DCW at court hearing.
7.	I	2.0	2.5	Obtains court order to proceed with child abuse investigation if parent(s) or guardian refuses to cooperate.
8.	III	1.0	1.5	Evaluates with unmarried mother areas of need and availability of DCW services.
9.	III	1.0	1.6	Provides information regarding DCW services available.
10.	I	2.0	2.14	Informs parent(s) or guardian of continued DCW services.
11.	I	2.0	2.1	Receives Report of Suspected Child Abuse, form DCW-115, from Central Office.
12.	III	3.0	3.3	Explores financial resources available to unmarried mother.
13.	I	7.0	7.5	Files Petition for Voluntary Termination, form DCW-158, DCW-158A, or DCW-158B, as appropriate, and Statement of Representative of the Department, form DCW-160, with circuit court.
14.	III	1.0	1.2	Obtains specific information regarding situation and concern of unmarried mother.
15.	I	2.0	2.16	Contacts referral source and shares findings regarding alleged child abuse situation.
16.	I	6.0	6.6	Obtains and distributes copies of Commitment Order, form DCW-164.
17.5	I	7.0	7.8	Obtains and distributes Order Terminating Parental Rights and Order of Judgment, form DCW-159.
17.5	II	1.0	1.5	Completes Face Sheet I & II, form DCW-183.
19.	I	3.0	3.2	Obtains copy of court order on legal findings of neglect if referral is by court.
20.	III	1.0	1.1	Receives request for services to unmarried mother.
21.	I	2.0	2.17	Completes and distributes Child Abuse Investigation, form DCW-150.
22.	I	7.0	7.9	Files Order with clerk and obtains certified copies of Order.
23.	III	2.0	2.5	Completes recording on intake phase.
24.	I	10.0	10.3	Notifies child and parent(s) or guardian that DCW no longer has custody.
25.	I	7.0	7.6	Arranges appointment with Circuit Court Judge.
26.	III	3.0	3.12	Completes recording on services during pre-natal period.

Priority of Juvenile Service Unit Worker Training Needs
Specific to Juvenile Counselor

Priority	Category	Duty	Task	Task Description
1.	II	12.0	12.5	Completes and forwards Placement Violation Report to appropriate personnel.
2.	II	12.0	12.6	Provides continuing social work services to child's family.
3.	II	9.0	9.7	Plans for supervised placement in community if appropriate.
4.	II	9.0	9.2	Determines appropriate plan with child and parent(s) or guardian.
5.	II	15.0	15.1	Makes referral approved by supervisor through interstate channels for social work services needed.
6.	II	15.0	15.3	Plans and finalizes interstate placement of child.
7.	II	8.0	8.1	Provides appropriate services to juvenile court when AWOL child appears in court on new offense.
8.5	II	14.0	14.15	Prepares and submits progress report to sending state regarding interstate cases through interstate channels.
8.5	II	14.0	14.16	Notifies sending state through interstate channels and request resettlement/ replacement through interstate channels when indicated.
10.5	II	14.0	14.12	Prepares and submits Initial Report to sending state regarding interstate cases through interstate channels.
10.5	II	5.0	5.3	Maintains contact with institutional personnel to ascertain child's progress and response to treatment program.
12.	II	3.0	3.1	Receives referral from juvenile court placing child on probation to DCW.
13.	II	14.0	14.11	Notifies state requesting interstate planning and placement of placement evaluation through regular interstate channels.
14.	II	7.0	7.6	Assists AWOL child in returning to institution.
15.	II	10.0	10.5	Plans with appropriate community school personnel for re-entry of child to school.
16.	II	7.0	7.2	Contacts family regarding child's unauthorized absence from institution.
17.	II	14.0	14.20	Conducts termination interview of interstate case.
18.	II	14.0	14.17	Requests approval from sending state to terminate services.
19.	II	15.0	15.4	Arranges out-of-state travel through Supervisor of Interstate Planning and Placement in Central Office.
20.	II	14.0	14.21	Completes all recording regarding interstate case.
21.	II	9.0	9.8	Prepares and submits to supervisor Discharge Recommendation Report if appropriate.
22.	II	12.0	12.2	Obtains permission from appropriate DCW personnel to return supervised placement violator to institution.
23.	II	9.0	9.3	Plans for return of child to institution, if appropriate.
24.	I	1.0	1.5	Prepares and distributes Face Sheet I & II, form DCW-183.
25.	II	8.0	8.4	Prepares and distributes written report concerning child's AWOL to appropriate DCW personnel.
26.	II	15.0	15.6	Processes Progress Report from receiving state regarding child.
27.	II	15.0	15.10	Completes and submits Discharge Recommendation Report to supervisor.
28.5	II	15.0	15.8	Requests recommendation to discharge child from receiving state.
28.5	II	14.0	14.19	Processes approval from sending state to terminate services.

Continued

Priority	Category	Duty	Task	Task Description
30.	II	3.0	3.10	Confers periodically with court regarding child placed on probation.
31.	II	12.0	12.4	Completes and forwards Notice of Case Activity, form DCW-130, to appropriate personnel.
32.	II	14.0	14.24	Notifies sending state of closing out of case.
33.	II	15.0	15.7	Requests Progress Report from receiving state regarding child.
34.	II	14.0	14.23	Makes closing entry on case list.
35.	II	14.0	14.22	Prepares and distributes Notice of Case Activity, form DCW-130, to appropriate personnel.
36.	II	9.0	9.1	Reviews child's case record received from DCW institution.
37.	II	15.0	15.11	Closes case of interstate planning and placement on receipt of Order of Discharge.